



Product Care Annual Report for

- **Paint category**
- **Solvent and flammable liquids category**
- **Pesticide category**
- **Gasoline category**

Reporting Period: January 1, 2009 to December 31, 2009

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1. Executive Summary

Although program revenue declined significantly in 2009 due to economic conditions, 2009 was another record year for Product Care's stewardship program for paint, flammables, pesticides and waste gasoline, a 3.3% increase over 2008. The recovery rate for the highest volume product, paint, reached 9.2% (31,356,165 litres sold vs. 2,869,745 litres recovered). Product Care's depot system continued to expand to 113 locations. Product Care also undertook the program plan development and consultation process for a new product sector, fluorescent lamps, in preparation for a July 1, 2010 launch.

2. Program Outline

Product Care is a federally incorporated, not for profit product stewardship association formed in response to stewardship regulations and is governed by a multi sector industry board of directors. Product Care's mandate is to fulfill its members' obligations under the Recycling Regulation through Product Care's stewardship plan filed with the Ministry of Environment.

Product Care Association was formed in 2001 as the result of the merger of the BC Paint and Product Care Association and the Consumer Product Care Association. Paint stewardship was originally introduced in British Columbia in 1994 (managed by BC Paint and Product Care), and the regulation requiring stewardship for the other residuals in Product Care's program came into force in 1997 (managed by Consumer Product Care Associations).

Product Care's members are the "producers" (manufacturers, distributors and retailers) obligated by the Recycling Regulation (B.C. Reg. 449/2004) under the following categories:

- Paint product Category
- Pesticide product category
- Solvent and flammable liquids category
- Gasoline category

Schedule 2 of the Recycling Regulation defines products that are included under each of the product categories. There are no exclusions from the above product categories in the Product Care programs.

Product Care also began the process of adding a new product sector, fluorescent lamps, with a program commencement date of July 1, 2010. This product group is included in s. 2.3(e) of the "Electronic and electrical product category" of the Recycling Regulation.

The Product Care program enables consumers to drop off unwanted program products at depots and collection events across the province at no charge. Leftover paint is also made available to the public, free of charge, for reuse at a number of depots.

Funding for Product Care's program comes from eco-fees remitted to Product Care by its members based on the volume of sales of the designated products. In some cases retailers recover the fee as a separate visible eco fee to consumers. The eco-fee rates are set by Product Care. Program revenues are applied to the operation of the program including public education, collection system, administration, transport, recycling and disposal of the collected residual products.

See the Product Care website at www.productcare.org for more information.

3. Educational Materials and Strategies

Product Care's 2011 target is a 50% increase in program awareness compared to 2007 as measured by a consumer awareness survey. The following is a summary of Product Care's promotion and education program in 2009:

- **Point of Purchase (PoP)** material- In early 2009, updated program brochures and posters were redistributed to 2,225 retailers and to 137 municipalities and regional districts without charge. Reorders of PoP materials, including can stickers are supplied and delivered free of by Product Care upon request.
- **Yellow Pages**- Product Care placed advertising in the "Recycling Services" section of all 51 residential Yellow Pages publications across BC (2009 target: 5 publications).
- **Tradeshows**- Product Care participated in the 2009 Spring Home and Garden Show.
- **RCBC Toll-Free Recycling Information Hotline** - Product Care continued its contract with the Recycling Council for the RCBC "recycling hotline" service. RCBC hotline operators provide consumers with a convenient "one stop" contact to obtain information about Product Care programs and any other recycling questions. Product Care promotes the RCBC hotline number through its web page, on its signs, brochures, as well as Yellow Pages listings. The RCBC Hotline is open Monday through Friday from 9 am to 4 pm, and is accessible to all BC residents by a toll free telephone number (1-800-667-4321). In 2009, RCBC received 11,597 calls relating to Product Care materials, with the majority of calls being paint related.
- **RCBC Recyclepedia**: Product Care collection sites are also listed in the RCBC Recyclepedia search engine <http://rcbc.bc.ca/recyclepedia>.
- **RCBC materials exchange program** - Many participants obtain information about the Paint Exchange program through the RCBC Materials Exchange program. This program provides a central system to connect people with leftover materials, such as paint, with groups and individuals who can use them.
- **Local Government Partnerships**- In 2009, Product Care continued its efforts to work with municipalities and regional districts (RD) in promoting the Product Care program. Specific actions include:
 - Advertising in all municipal garbage collection/recycling calendars.
 - Local government website linkages (see below).
 - Point of purchase consumer information material was also made available to all municipalities free of charge.
- **PCA Outreach Evaluation Program**- In 2009, Product Care representatives visited 574 retailers the objective of promoting the PCA program to retailers and increasing awareness of the stewardship programs and activities. Activities included:
 - Meeting and discussing the stewardship programs with local retailers as well as receiving and documenting feedback regarding the programs.
 - Distributing and promoting PCA point of purchase material
- **Product Care Website**- Product Care's www.productcare.org website was actively maintained throughout 2009 to provide information to BC residents, and for residents in

other provinces in which Product Care has programs. In 2009, the BC pages of the website received over 20,933 visits. The website includes:

- Depot locations including a convenient “drill down” depot finder system and information regarding hours of operation and products accepted.
- Description of products accepted by the program.
- Eco-fee reporting schedule.
- Annual reports, other program information and audited financial statements.
- Information for consumers on buying the right amount of paint as well as the safe storage and handling of program products.

- **Website linkages-** Many consumers look to their local government for recycling information. Accordingly, Product Care contacted BC’s regional districts (RDs) in order to establish or confirm the placement of links from the RD websites to the Product Care site. Currently 22 of the 27 RD websites have links to Product Care website.
- **Reuse Websites-** To promote its paint exchange program, Product Care became listed on three additional Reuse websites in 2009,:
 - Columbia Shuswap Reuses (<http://csrd.reuses.com>.)
 - Sunshine Coast Reuses (<http://www.sunshinecoast.reuses.com/>)
 - Township of Langley Reuses (<http://www.townshipoflangleyreuses.com/>)and continued its listings on four other Reuse sites, for a total of seven:
 - Vancouver Reuses (<http://www.vancouver.reuses.com/>)
 - Surrey Reuses (<http://www.surreyreuses.com/>)
 - Okanagan Reuses (<http://www.okanaganreuses.com/>)
 - Thompson Nicola Reuses (<http://www.tnrdreuses.com/>)

Product Care continues to work with Recycling Council of BC (RCBC) to identify new reuse websites, as they are developed, for the promotion of the paint exchange program.

- **Multi program brochure-** began development of multi-programs brochure, completed in 2010.

4. Collection System Information

Product Care’s collection depots include municipal recycling facilities, regional district landfills and transfer stations, bottle depots, non profit societies and private businesses.

Table 1. Product Care Depots in 2009

	2008 actual	2009 target	2009 actual
Paint Only ¹	61	64	63
Paint Plus ²	49	49	50
Total Depots	110	113	113
Events ³	15	12	19

¹ Accept paint only

² Accept paint, flammables, pesticides and gasoline

³ Collection events held (see Table 3)

The table 1 indicates an increase of 3 Paint Only and 1 Paint Plus depots (changed from Paint Only to Paint Plus) compared to 2008. During the reporting period one depot changed from Paint Only to a Paint Plus (see Table 2 for a list of depot changes in 2009).

Table 2. Depot Changes in 2009

Depot Name	Location	Change	Effective Date
Kaslo Building Suppliers	Kaslo	Opened as a Paint depot	Jun-09
Trail Bottle Depot	Trail	Opened as a Paint depot	Oct-09
Interior Freight & Bottle	Vernon	Opened as a Paint depot	Oct-09
Parksville Bottle	Parksville	Changed from Paint Only to Paint Plus Depot	Nov-09

Product Care continues in its efforts to increase the total number of depots, and to increase the number of depots which are Paint Plus Depots, accepting the full range of program products. A complete list of depots is available at the Product Care website.

<http://www.productcare.org/BC-Depots>

In addition, Product Care participated in 19 one-day collection events in 2009. The events are usually managed by local governments or communities.

Table 3. Collection Events in 2009

Date	Name	Location
Apr 19, 2009	Courtenay Mobile	Courtenay
May 02, 2009	Golden Mobile - Spring	Golden
Apr 26, 2009	Sicamous Mobile - Spring	Sicamous
May 03, 2009	Revelstoke Mobile - Spring	Revelstoke
Jun 06, 2009	Kamloops Mobile	Kamloops
Jul 02, 2009	Mackenzie Mobile	Mackenzie
Oct 03, 2009	Chilliwack Mobile	Chilliwack
Oct 24, 2009	Golden Mobile - Fall	Golden
Oct 25, 2009	Revelstoke Mobile - Fall	Revelstoke
Oct 25, 2009	Sicamous Mobile - Fall	Sicamous
Oct 02, 2009	Vernon Mobile	Vernon
Oct 03, 2009	Enderby Mobile (NORD)	Enderby
Oct 03, 2009	Lumby Mobile (NORD)	Lumby
Oct 21, 2009	Kelowna Mobile	Kelowna
Oct 24, 2009	Township of Langley	Langley
Jun 13, 2009	Galiano Island	Galiano Island
Sept 5-26, 2009	City of White Rock	White Rock

May 09,2009	Mayne Island	Mayne Island
Sep 26,2009	Saturna Island	Saturna Island

Product Care operates a due diligence and control system to minimize the possibility of an environmental incident in the collection system. In 2009, Product Care representatives conducted routine inspections at 50 collection sites, primarily in the areas of the Fraser Valley, Squamish Corridor, Vancouver Island and Kootenay/Okanagan Region. In addition, Product Care continued to maintain a blanket environmental impairment insurance policy for all contracted depots, as well as maintaining an insurance reserve fund.

5. Life Cycle Management

There continues to be a steady shift from oil based (alkyd) paints to water based latex paints. The current marketplace is about 80% latex and 20% oil based for new paint sales. However, recovered paint reflects buying patterns of the actual age of the paint, and currently about 70% of household paint collected is latex and the remaining 30% are oil based. This trend is expected to continue.

On September 9, 2009, under the Canadian Environmental Protection Act, 1999, the Volatile Organic Compound (VOC) Concentration Limits for Architectural Coatings Regulation SOR/2008-264 September 9, 2009 was enacted which will in effect help reduce the environmental impact of paint products.

There is a steady increase in the number of municipal bylaws restricting the use of pesticides, as well as federal regulatory requirements relating to pest control products.

Tools used by Product Care Association that may have an impact on product life cycle include:

- Variable eco fees which increase with the size of the container.
- Adjustment of product sector eco fees based on cost of managing the leftover product.
- Consumer material including promotion of the “B.U.D.” rule, i.e. **B**uy what you need, **U**se what you buy and **D**ispose of the remainder responsibly.
- Participation with the Product Stewardship Institute (<http://www.productstewardship.us/>) and National Paint and Coatings Association, which are conducting a lifecycle analysis study. A draft report has been developed but further work is needed to assess the model and various assumptions prior to finalizing the study. Operating a paint exchange program whereby leftover paint is made to the public free of charge. The paint exchange is available at 87 depots and Product Care’s Surrey facility.

Pollution Prevention Hierarchy

Product Care endeavors to manage collected products in accordance with the “pollution prevention hierarchy”. References in this section do not include the management of non program materials.

A. Paint

Leftover paint is the largest volume of the residual products managed by the Product Care program. Leftover paint is managed in a number of ways:

- **Reuse** – Reusable paint is given away at no charge through the Paint Exchange program to members of the public and to non-profit organizations to be used for its originally intended purpose. The Paint Exchange option is offered at most Product Care depots outside Metro Vancouver. Within Metro Vancouver, the paint exchange program is centralized at Product Care's facility in Surrey with one other paint exchange location in Maple Ridge. In 2009 there were 87 paint exchange depots (85 in 2008). Users of the program included individuals, community organizations, theatres and anti-graffiti programs. Many participants obtain information about the Paint Exchange program through the RCBC Materials Exchange program. During the Reporting Period, 2.03% of the volume of paint collected by Product Care was reused through the paint exchange as compared to 2.1% in 2008.
- **Recycling** – Product Care utilizes a number of options for paint recycling including:
 - Reprocessing leftover latex and oil based paints into paint and coatings products.
 - Latex paint as raw material incorporated in the manufacture of recycled concrete, and in the manufacture of Portland cement.

During the Reporting Period 67.8% of all paint collected by Product Care was recycled in one of these methods compared to 68% in 2008. The 2009 target of for the combined reuse and recycling was 77%. This target was not met because the recycling option for oil based paint, continued to be unavailable for the entire 2009 as the demand for recycled oil based paint remain limited. The target was set based on the ability to continue to have recycling options available for both latex and oil based paints.
- **Energy Recovery** – Due to the high solvent content of alkyd paints, alkyd paints are suitable for energy recovery. Through the process of fuel blending, 100% (in 2008: 97.8%) of the oil based paint and 100% (in 2008: 100%) of the flammables and gasoline collected by Product Care during the Reporting Period were used as an alternative energy source in applications such as permitted incinerators. The increase in the use of energy recovery instead of recycling continued in 2009 because the recycling option for oil based paint employed in 2007 was no longer available. Product Care continues to search for recycling options for oil based paint. This is generally more difficult due to hazardous waste and transportation regulations which limit the movement of this kind of material, also the chemistry of alkyd paints makes it more difficult to recycle into paint and coating products, and the market for the recycled alkyd products is smaller than that for the water based products.

Other Disposal –Not all post consumer latex paint is of sufficient quality for reprocessing and paint re-processors typically can only reprocess about 50-80%. The remaining material is usually dried and land filled. However Product Care manages the sorting and bulking of the post consumer containers of latex paint and is able to consolidate and ship to re-processors only the recyclable portion of the collected paint. As a result, no paint products are disposed of in the landfill. However there are limited options for managing the remaining lower quality leftover latex paint. Currently this material is being processed in the manufacture of recycled concrete and in a cement manufacturing process at a distant location. Product Care intends to conduct a lifecycle analysis of this option compared to solidification and landfilling.

B. Flammables

Because the nature of flammable products, and the fact that many flammable products are sold as fuels, leftover flammables are managed for energy recovery as alternative fuels in permitted facilities which comply with all air quality regulations.

C. Pesticides

Due to the nature of pesticides, there is no reuse or recycling option available, and all pesticides are incinerated at high temperature government regulated incinerators.

D. Gasoline

Due to the nature of gasoline, which is intended to be used as a fuel, waste gasoline is managed as an alternative fuel for energy recovery.

E. Containers

Product Care's targets are:

- Maintain rate of 100% recycling of metal and #2 plastic paint containers.
- Maintain rate of 95% of #5 plastic paint containers and flammables plastics containers managed for energy recovery.
- Maintain rate of 100% of plastic and metal gasoline containers being recycled.
- Identify options/technology for recycling pesticide containers.

Metal container recycling: The economic crisis in 2009 resulted in depressed prices and increased challenges in finding markets for metal paint and gasoline containers. While the market was extremely poor, all scrap metal was eventually recycled as scrap metal, and none went to disposal.

Plastic Container recycling: All plastic paint pails (5 gal. size) and plastic gasoline containers were recycled.

Plastic containers energy recovery: Plastic (polypropylene) one US gallon size paint cans and plastic solvent containers were utilized for energy value as solid fuel in permitted incinerators/cement kilns. This option was also a challenge during the year due to the economic downturn which resulted in a number of temporary closures of the facility that used the material for energy recovery.

Plastic Containers landfill: Chlorinated plastics are disposed in landfill as they are not accepted for energy recovery, however the volume of containers is small (Table 4). Pesticide containers are generally not accepted for recycling or for energy recovery due to health and safety concerns. Other challenges are the variety of plastic composition and container sizes, as well as the relatively small volumes collected through the Product Care program. Attempts to incorporate the pesticide containers with the agricultural pesticide container program have failed due the varied consistency and quality of the plastics used for domestic pesticides containers. Product Care continues to search for alternatives. Identified challenges to improving the management plastic containers are:

- Unwashed plastic generate gases during processing which are unacceptable to recyclers for health and safety reasons.
- Technology is not available to clean the plastic prior to recycling without creating wash water waste that cannot be discharged.
- Generally, there has not been enough volume to stimulate technology development.

Table 4. Summary of Management Options for Residuals Collected

	Method	Example	Paint	Paint containers	Flammables	Pesticide	Gasoline	Other Containers
1	Reuse	Given to a consumer in original condition through "paint exchange"	2.03%	--	--	--	--	--
2	Recycling	Reprocessed as paint, used in concrete manufacture, cement manufacture	67.8%	100% of metal containers 100% of #2 plastic containers	--	--	--	100% of metal containers
3	Energy recovery	Fuel blending	30.1%	100% of composite containers	100%	--	100%	>95% of plastic solvent containers and 100% of gasoline containers
4	Disposal	Incineration due to contamination	--	--	--	100%	--	--
5	Landfill		--	--	--	--	--	¹ Pesticide containers & #3 Solvent PVC containers.

¹Note: data unavailable due to small quantities

Greenhouse Gas (GHG) Emissions and Reductions

A. GHG generated through manufacture of new product compared to any reductions through reuse /recycle:

Product Care has not yet obtained information regarding the GHGs associated with the reprocessing of post-consumer paint. Data related to the generation of CO2 gas from the manufacturing of paint has been obtained. Note that the data provided is only meant to provide an estimate and may vary from manufacture to manufacture, geographic location and may vary based on the type of paint manufactured. On average approximately 2.4 tonnes of CO2 gas equivalence is generated per 1000 litres of paint manufactured and produced with the following approximate breakdown:

Raw materials	76%
Packaging	10%
Manufacturing and transport	11%
Administrative operations	3%

6. Recovery Rate

The products managed in the Product Care program are all designed to be consumed, so while the amount recovered can be determined, it is difficult to determine the total amount of the product

available for collection, and at what point in time the consumer considers it to be a waste product. In addition, the lag time between purchase of a product and the decision that the leftover product is unwanted varies. Note that in 2009 the quantities of program product sold in the year decreased due to economic conditions, e.g. paint volume sold in 2009 was 11% less than in 2008, however paint volume collected was 6% higher than in 2008. As the recovery rate is the volume collected divided by the volume sold, a decrease in the volume sold has the effect of increasing the recovery rate. Because the volume collected in a given year was actually sold over a span of many years, the recovery rate is must be qualified as an indicator of program performance. See Table 6 for historical values.

Table 5. Paint, Flammables and Pesticides Recovery Data

2009	Paint (non aerosol)	Paint Aerosol	Flammable Liquids/Gasoline	Pesticides
Sales (litres) ¹	31,356,165	845,425	3,404,010 ²	159,428
Residual Recovery Volume (litres)	2,869,745 ³	14,360	87,872 ⁴	16,249
Percentage Recovery	9.2%	1.7%	2.6%	10.2%
Container Recovery Volume (elc's) ⁵	8,930,736	125,650	215,568	59,486

¹ volumes reported as "Sales (litres)" are estimated by converting units reported using typical container volumes for each eco fee category.

² flammables "Sales (litres)" figure does not include gasoline. Gasoline sector members do not report sales volumes to Product Care.

³ includes volume recovered via "Paint Exchange" program

⁴ represents combined flammable liquids and gasoline collection volumes

⁵ "elc" means equivalent litre container, and is a measure of original container capacity, not contents.

Table 6. Sales Volume from 2003-2009

Sales (Litres) by year	Paint (non pressurized)	Paint Aerosol	Flammable Liquids	Pesticides
2003	30,059,254	861,425	3,508,158	220,914
2004	33,132,411	950,091	3,505,961	154,056
2005	34,704,008	929,981	4,308,371	185,882
2006	37,007,180	944,963	4,576,310	181,732
2007	36,169,248	946,941	4,366,434	177,055
2008	35,564,330	975,329	3,940,716	189,178
2009	31,356,165	845,428	3,404,010	159,428

Figure 1. Sales of Non-Aerosol Paint

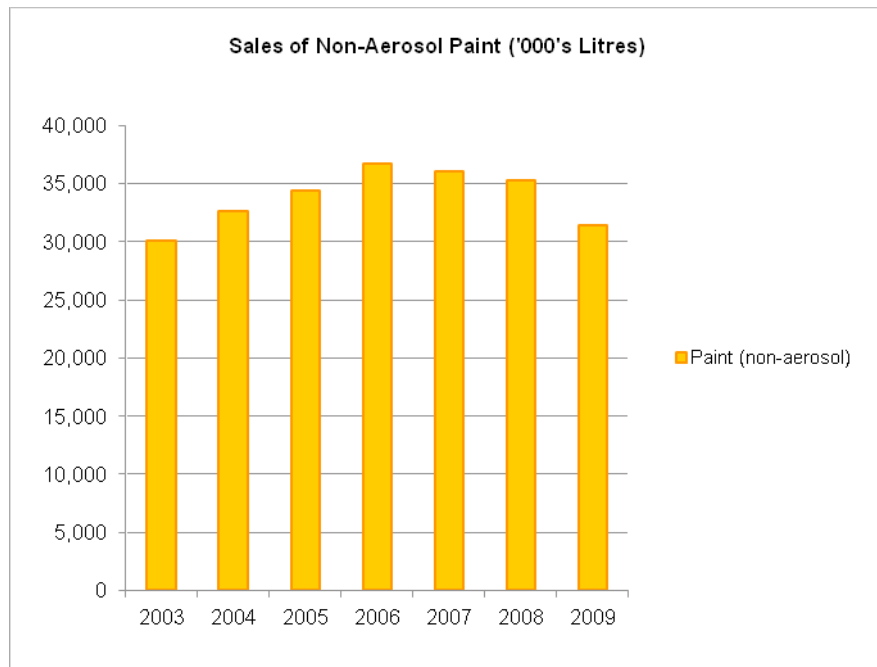


Figure 2. Sales of Other Products

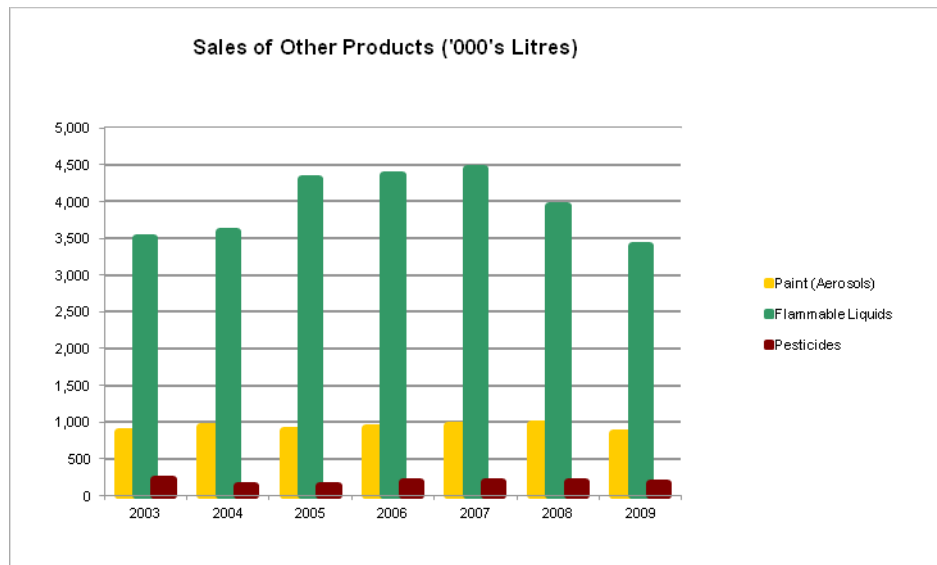


Table 7. Recovery Volume 2003-2009

Recovery (Litres)	Paint (non aerosol)	Paint Aerosol	Flammable Liquids	Pesticides	Total
2003	1,637,090	15,480	45,484	8,760	1,706,814
2004	1,854,960	18,860	49,224	8,880	1,931,924
2005	2,164,042	17,360	54,386	7,656	2,243,444
2006	2,164,437	15,426	58,516	10,716	2,249,095
2007	2,331,223	14,766	65,746	12,431	2,424,166
2008	2,700,416	17,226	92,872	16,076	2,826,590
2009	2,869,745	14,360	87,824	16,249	2,988,178

Figure 3. Recovery of Non-Aerosol Paint

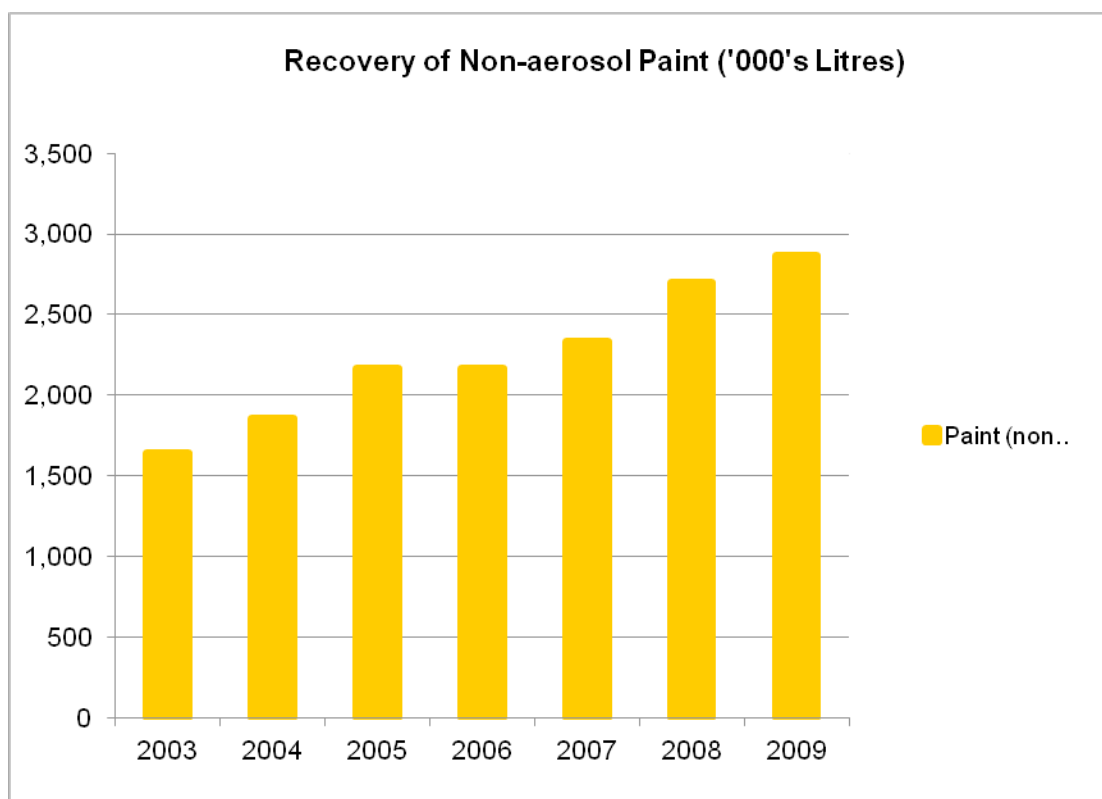


Figure 4. Recovery of Other Products

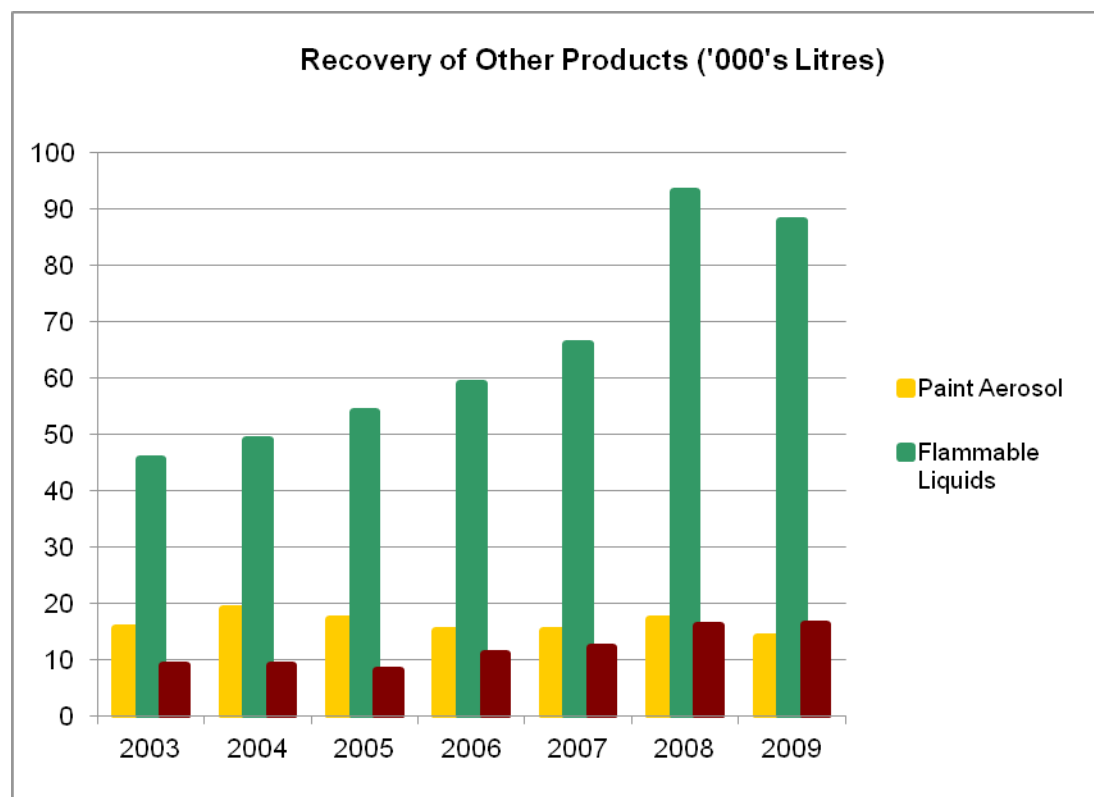


Table 8. Summary of Collection for 2009 by Regional District in Tubskids*

Regional District	Paint	Aerosols	Solvents	Pesticides	Other Aerosols
Alberni Clayoquot	84	3	1	0	0
Bulkley Nechako	91	10	0	0	0
Capital Regional District	2497	85	84	38.3	10.3
Cariboo	106	14	1	0	0
Central Coast	6	0	0	0	0
Central Kootenay	219	8	3	1	1
Central Okanagan	822	27	13	5	8.1
Columbia Shuswap	161	8	2	1	0
Comox Strathcona	442	20	12	7	3.2
Cowichan Valley	582	26	25	4	0.9
East Kootenay	399	10	3	2	0.6
Fraser Fort George	185	15	5	2	0
Fraser Valley	1109	33	33	11	3.3
GVRD	10331	232	251	51	20.1
Kitimat Stikine	36	2	0	0	0

Kootenay Boundary	148	6	3	2	1.3
Mt. Waddington	57	2	3	2	0
Nanaimo Regional District	1012	24	20	4	2.4
North Okanagan	374	16	4	2	1.6
Northern Rockies	0	0	0	0	0
Okanagan Similkameen	439	17	5	1.3	0.3
Peace River	135	8	2	0	2
Powell River Regional District	71	4	4	0	0
Skeena-Queen Charlotte	49	1	3	0	0
Squamish Lillooet	250	6	2	0	0
Sunshine Coast	325	7	15	3.1	1.6
Thompson Nicola	465	16	5	1	3
Y Large Volume Paint Users ¹	278	0	0	0	0
Z Large Volume Paint Aero Users ¹	0	118	0	0	4
TOTAL²	20,673	718	499	137.7	63.7

¹ Material collected directly from generator at various locations in BC

² Volumes shown do not include volume of paint given away through "Paint Exchange" program.

* A tubskid is a standard size container utilized for the collection and transportation of collection materials.

Table 9. Tubskids Collected 1998 – 2009

Product Category	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Paint	8,899	8,973	9,992	11,877	12,594	13,547	14,796	15,574	17,122	19,856	20,673
Aerosol Paint	404	685	770	827	773	943	842	771.3	738.3	861.3	718
Aerosol Others	12	5	7	14	19	21	22	39.8	48.3	53.5	63.7
Solvents	244	164	201	210	274	292	333	370	395	494	499
Pesticides	56	34	44	58	73	74	66	89.3	101.9	125.6	137.7

Table 10. Rate of increase of volume recovered for 2009 compared to 2008, 2007 & 2006
Target: Increase by 4% per year for paint

Product Category	% Change in Volume (container capacity) collected 2009 vs.2008	% Change in Volume (container capacity) collected 2008 vs.2007	% Change in Volume (container capacity) collected 2007 vs. 2006
Paint	4.1%	16.0%	9.9%
Paint Aerosol	-16.6%	16.7%	-4.3%
Solvent/Flammables/Gasoline	1.0%	25.1%	6.9%
Pesticides	9.6%	23.3%	14.1%
Aerosols Other	19.1%	10.8%	21.4%
All Products (volume weighted)	3.3%	16.2%	9.3%

Other Indicators of Program Performance:

In addition to comparing volume recovered to volume sold, Product Care utilizes a number of measures assess program performance.

Product Care's ongoing communication efforts are intended to encourage consumer awareness of the program for the point in time when the decision is made that the residual products are a waste material.

Another approach is to quantify the amount of program material that is improperly disposed. Product Care participates in waste audits conducted by regional districts to obtain data on program products that are disposed in the solid waste system.

CRD 2009 waste audit: In 2009, Product Care participated in the Phase 1 of the waste composition study performed by the Sperling Hansen Associates for the Capital Regional District. The purpose of Product Care's participation in the audit was to evaluate the effectiveness of existing waste diversion programs by determining the amount of program materials disposed of at the Hartland landfill.

During the period of October 19 to November 17, 2009 the waste auditors analyzed 90 samples, which were then sorted into 25 categories and 131 sub-categories, giving a statistical indication of the contents of the waste stream. One of the objectives of the audit was to develop a more detailed profile for the hazardous waste being disposed at Hartland landfill.

Product Care program products audited were expanded from 4 to 14 categories for paints and solvents (2004 survey vs. 2009 survey), and the pesticide/containers categories were expanded from 2 to 4 to determine PCA products as opposed to non-PCA products as well as full vs. empty PCA/non-PCA containers. According to the SHA Waste Audit report it suggests that the program is functioning well.

“Household hazardous waste (HHW) represents less than 1% of the waste stream and has decreased by hundreds of tonnes over the past five years. This is significant as HHW represents such a small portion of the waste stream overall. This reduction is likely due to the expanded HHW program and increased education about alternatives to hazardous materials.”

7. Fee Information

Product Care pays all of the costs of collecting leftover products (including historic products i.e. products sold before the programs began for which no eco fee was collected) and of managing the products collected including all related program expenses. This cost is funded by eco fees paid to Product Care by its members. For many, but not all, products the eco fee is recovered at the time of retail sale as a separate charge. This is at the option of the retailer. Eco fee rates are established by analyzing and allocating program costs among product types and container sizes. There is no charge to drop off program products at any Product Care collection site.

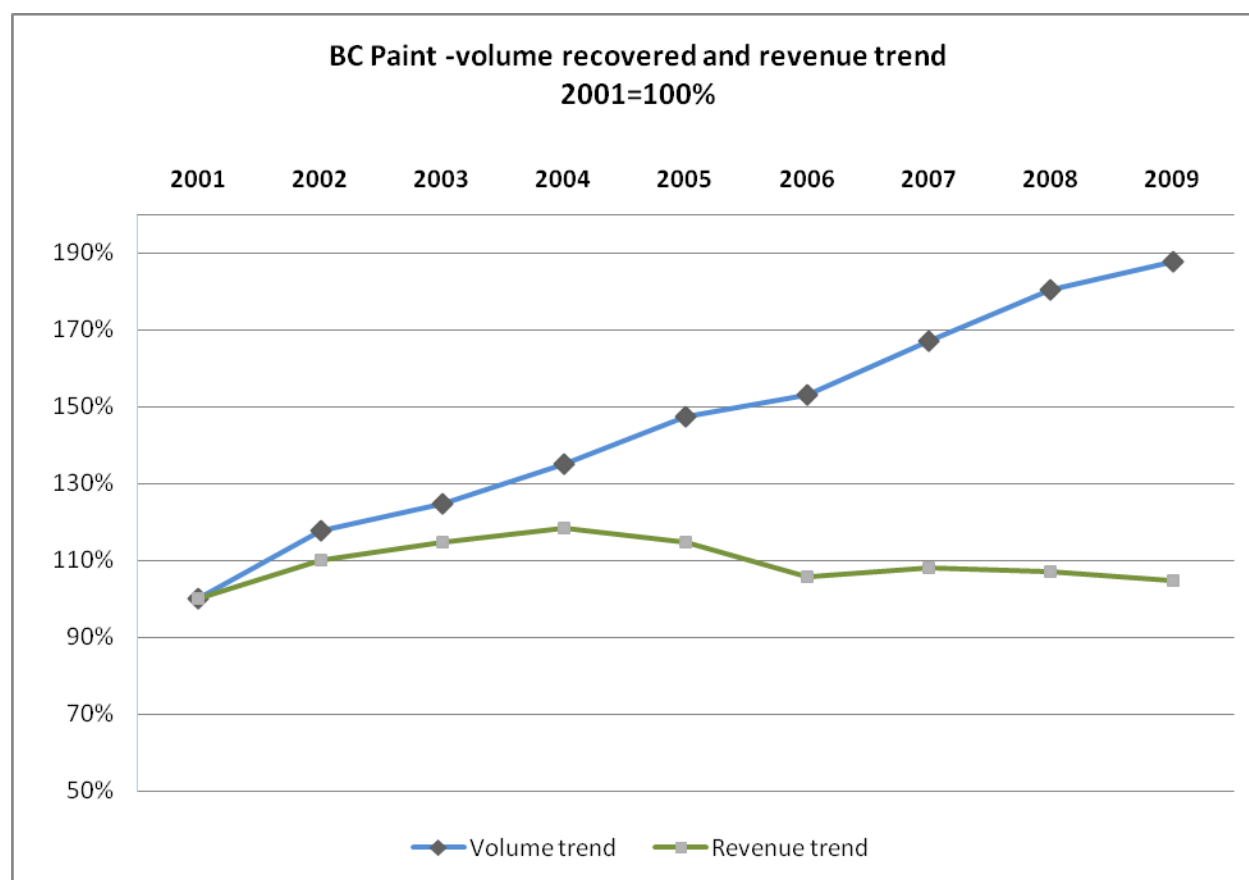
The paint sector of the BC program experienced an operating loss in 2009, for the second year in a row. The amount of leftover paint recovered by the program has increased significantly faster than the fee revenue from BC paint sales, especially in recent years where paint sales (and the sales of other program products) have declined.

In 2009 the paint eco-fees were increased in order to offset the financial shortfall as follows:

Paint Product Size	BC old	BC current
100 ml to 250 ml	\$0.10	\$0.20
251 ml to 1 L	\$0.25	\$0.25
1.01 L to 5 L	\$0.40	\$0.50
5.01 L to 23 L	\$1.00	\$1.25
Aerosol paint (any size)	\$0.10	\$0.25

In 2002, the program managed 12,594 bins of leftover paint and received revenue from the BC paint sector of \$3.6 million. In 2009, the program managed 20,673 collection bins of leftover paint with program revenue of \$3.5 million (new paint sales decreased over that period, and paint eco-fee rates were increased). This represents a 64% increase in volume and a 5% decrease in revenue over the 8 year period (Figure 5), without taking into account factors such as inflation and increased energy costs. The 2008 and 2009 shortfalls have been covered by the contingency fund which has been accrued from surpluses in prior years.

Figure 5. Volume and Recovery Trend 2001-2009



Product Care's audited financial statements for the Reporting Period January 1, 2009 to December 31, 2009 are posted on the Product Care website

8. Performance Targets

Table 12. Performance Targets Summary

Planned Target Set in Approved Stewardship Plan	2009 Report on the Planned Target
Public Awareness Target from 2007 to 2011: 50% increase in public awareness of the program compared to 2007 awareness.	
Redesign program poster and consumer brochure and distribute to 4,000 (estimated) BC retailers.	Distributed posters and brochures to 2,225 retailers in 2009.
Contact a minimum 20 municipalities/brand owners to request website link.	Contact was made with 22 out of 27 of the municipalities which have a website link to Product Care.
Advertise in 5 Yellow Pages publications.	Target met in 2009-advertised in 51 Yellow Pages publications.

Continue to promote paint can stickers to retailers.	Ongoing
Identify and participate in Reuse websites.	Participated in 3 new Reuse websites: Columbia Shuswap, Sunshine Coast and Township of Langley Reuses in 2009
Continue to partner with RCBC for 800-hotline service and other services.	Continued partnership.
Advertise in all available municipal waste calendars.	Advertised in all available (12) 2009 municipal calendars.
Continue to partner with all municipalities willing to distribute consumer program brochures to householders.	Ongoing.
Collection System Access	
2009 target of 64 Paint Only depots, 49 Paint Plus Depots and 12 one day events.	63 Paint Only depots, 50 Paint Plus depots and 19 one day events. This is an increase of Paint Only and 1 Paint Plus Depots since 2008.
Management of Collected Materials	
Increase volume of paint managed by reuse or recycling by 4% per year to 85% in 2011 (2005= 65%). For 2009 the target is 81%.	Achieved 71.3% in 2009.
Maintain policy of no program products going to landfill.	Maintained throughout 2009.
Increase number of depots offering "paint exchange" by 4 per year.	In 2009, 3 additional locations offer the paint exchange, with a total of 87 depots offering the paint exchange compared to 84 in 2008.
Collection of Containers	
Maintain rate of 100% recycling of metal and #2 plastic paint containers.	Target maintained throughout 2009.
Maintain rate of 95% of #5 plastic paint containers and flammables plastics containers managed for energy recovery.	Target maintained throughout 2009.
Maintain rate of 100% of plastic and metal gasoline containers being recycled.	Target maintained throughout 2009.
Identify options/technology for recycling pesticide container.	Ongoing search for recycling alternatives.
Program Performance	
Maintain a minimum 4 % increase per year of total collected volumes for the paint product categories.	Achieved 3.3% in 2009
Participate in available Product Stewardship Institute studies regarding life cycle management of paint and other HHW.	Ongoing.
Review allocation of eco fee rates based on life cycle and other factors every two years beginning in 2007.	Paint fee was adjusted August 1, 2009.
Recovery rate of products: litres recovered compared to litres sold in each calendar year.	Continued tracking of litres recovered vs. litres sold in 2009. In 2009, 31,356,165 litres of paint (excluding aerosol) were sold and 2,869,745 litres were recovered.
Historical comparison: recovery rate data presented on a year to year comparative	Continued comparison of historical recovery rate data. See Table 8.

basis.	
Waste audit participation: participate in at least one municipal waste audit annually and report available data regarding program products.	Product Care participated in the Hartland Landfill Oct-Nov, 2009 Phase 1 of the waste composition study, performed by the Sperling Hansen Associates for the Capital Regional District. Continue to seek participation with other Regional Districts waste audits.
Continue efforts to identify local alternatives for container recycling.	No new options developed in 2009. Ongoing search for new alternatives.
Identify potential synergies with other programs for collection, transportation and consumer awareness.	Began development of multi programs brochure in 2009, completed in 2010. Continue dialogue with other stewardship programs on other communications.
Cost efficiency	In 2009 collection volumes increase by 4.3% and the operating costs decreased by 1.2%. This is attributed to higher operational efficiency and to a decrease in cost of transportation in 2009.
Program safety	No reportable spills or injuries were reported by the depots serving the Product Care collection system, or by transporters. Product Care continued its program of regular depot visits and inspections, performing 50 inspections in 2009.
Amendments to the plan's performance target/goal:	None at this time.
Confirming next year's strategies projects/research.	2010 strategies will concentrate on increasing program awareness, opening more depots and expanding services at existing ones, fostering relationships with regional districts and moving material up the pollution prevention hierarchy.

9. Additional Information the Director required

None specified.

10. Appendices

Appendix 1 Product Care Members list

Appendix 2 Product Care Depot List

Appendix 3 2009 Financial Statements

Product Care Members List

3M

518076 BC Ltd dba Douglas Paint

7-Eleven Canada Inc

Acklands Grainger

Acton Super-Save Gas Stations Ltd.

Amway Canada Corp (Quixtar Canada Corp.)

Axis Media Systems AMS Inc.

B & C Auto Detail Supply Ltd.

Bardahl Manufacturing Corp.

Behr Process Corp.

Benjamin Moore & Co. Ltd.

Brock White Construction Materials

Calibre Environmental

Canada Safeway Ltd.

Canadian Tire Corporation, Ltd.

Cansel Survey Equipment

CanWel Hardware Division

Cdn Building Restoration Products Inc

CGC Inc

Chevron Canada Limited

Chrysler Canada Inc.

Clorox Company of Canada Ltd.

Cloverdale Paint Inc.

Coast Fiber-Tek Products Ltd.

Consolidated Coatings Corporation

Costco Wholesale

CRC Canada Inc.

DAP Canada Corp.

Domo Gasoline Corporation Ltd.

Ducan Sales Inc.

Dynamic Paint Products Inc.

E.B. Peerless (Q)

Elmer's Products Canada Inc

Fabrikem Manufacturing Ltd.

Farrow & Ball (Head Office)

Federated Co-operatives Limited

Fibre Glass-Evercoat Co. of Canada

Finning Canada

Ford Motor Company of Canada Ltd

Forrest Paint Co. US\$

General Motors Corporation

General Paint Corp.

GreenWorks Building Supply

Gregg Distributors (B.C.) Ltd.

Gregg Distributors (Ft St John) Ltd.

Gregg Distributors Co Ltd - Saskatoon

Product Care Members List

GTC Industries Ltd.

Guillevin International Inc.

Henkel Cda Corp. Consumer Adhesives

Henry Company Inc

Homax Products Inc.

Home Hardware Stores Limited

Hudson's Bay Company Inc. (HBC)

Husky Oil Marketing Company

ICI (Imperial Chemical Industries) Ltd.

IKEA Canada

Imperial Oil

Industries Pepin Limitee

Innovative Manufacturing

Interlakes Distribution Ltd.

J & R Home Products Ltd.

JIG-A-LOO Canada Inc.

Kamloops Paint & Wallpaper Inc.

Kent Building Supplies

K-G Packaging Inc.

King Home & Garden Inc.

Kleen-Flo Tumbler Industries Ltd.

Laurentide re-sources Inc

Les Produits Techni-Seal Inc.

Lighthouse Lumber Wholesalers

Liquidation World Inc.

LMS (formerly Fredrick Goertz Ltd.)

LPS Canada - Division of LPS Laboratories

M G Chemicals Ltd.

Mac's Convenience Stores Inc

Martin & Associates Ind

Modern Sales Co-op-Auto Sense Parts

Mohawk Western Finishing Supplies

Mopac Auto Supply Ltd.

Mountain Equipment Co-op

Napier Environmental Technologies Inc.

Nissan Canada Inc.

Nu Gro Corp

Oatey Canada Supply Chain Services

Overwaitea Food Group

Peavey Industries Ltd.

Peinture Laurentide Inc

Peintures MF Inc.

Pennzoil Quaker State Canada Inc.

Permatex Canada Inc.

Plasti Kote Co., Inc. (Valspar)

Polymer Science Corp.

Product Care Members List

PPG Canada Inc.
Princess Auto Ltd.
Pro Form Products Limited
Produits de Plancher Finitec Inc
Qualichem Industrial Products Ltd.
R. Cameron Industries Ltd. dba Finishes 1st
R.W. Packaging Ltd.
Race Trac Fuels Ltd.
Radiator Specialty Co. of Canada
Reckitt Benckiser (Canada) Inc.
Recochem (B.C.) Inc.
Richelieu Hardware
Rona Halifax (4434901 Canada Inc.)
Ronson Corporation of Canada Ltd.
Rudd Company, Inc.
Rust-Oleum Corporation
S.C. Johnson & Son, Limited
Saman Corporation (3777472 Canada Inc.)
Sansin Corporation
Schwartz Chemicals
Scott-Bathgate Ltd.
Scotts Canada Ltd.
Selectone Paints Limited
Seymour of Sycamore Inc. US\$
Shell Canada Products Ltd.
Sherwin-Williams Co.
Shrader Canada Limited
Sico Inc
Sika Canada Inc.
Suncor Energy Inc. (was Petro-Canada)
Sure-Gro Inc.
Suzuki Canada Inc.
Swing Paint
Tesco Trading Co.
The Flood Company of Canada
The North West Company LP
Timber Pro Coatings Ltd.
Toyota Canada Inc.
Trico Industries Ltd.
Trinitec Distribution Inc.
TruServ. Canada Inc.
United Petroleum Products Inc.
Valley Traffic Systems Inc.
Volkswagen Canada Inc.
WalMart Canada Inc.

Product Care Members List

Western Grocers Ltd.
WD-40 Company (Canada) Ltd. (M)
Westec Distributors Inc.
XIM Products, Inc



Product Care All Depots

(as of Jan 5, 2010)

100 MILE HOUSE

Gold Trail Recycling
720 Sollows Crescent
Phone 1-250-395-1041
Hours: Mon-Fri 8:30am-5pm, Sat
9:30am-2pm

ABBOTSFORD

Abbotsford Bottle Depot
33236 Walsh Avenue
Phone 1-604-853-7770
Hours: Mon - Fri 8:30-5:30, Sat 8:30-5
and Sun 10-4

ABBOTSFORD

Abbotsford Community Services Recycling
33670 Valley Road
Phone 1-604-850-3551
Hours: Mon-Sat 8am-4:30pm
Contractors welcome at this depot.

AGASSIZ

International Fibre Recycling
7659 Industrial Street
Phone 1-604-796-2519
Hours: Mon - Sat. 9am - 6pm

ARMSTRONG

Armstrong Collision
3750 Pleasant Valley Road
Phone 1-250-546-3300
Hours: Mon-Fri 8am-5pm

ASHCROFT

Quality Glass Ltd.
107 Brink Street
Phone 1-250-453-9017
Hours: Mon-Fri 8am-5pm, Sat 9am-
1pm

BEAVERDELL

Beaverdell Landfill
5300 Hwy. 33
Phone 1-250-484-5568
Hours: Sunday & Wednesday 10am -
2pm

BELLA COOLA

Bella Coola Recycling Depot
1030 Walker Island Road
Phone 1-250-982-0039
Hours: Thursday, Friday & Saturday
9:30 am - 5:00 pm

BRIDESVILLE

Norbert Salvage
5667 Townsite Road
Phone 1-250-446-2497
Hours: Mon-Sat 9am-5pm

BURNABY

Lee's Bottle Depot
7415 Buller Avenue
Phone 604-435-3432
Hours: Mon-Sat, 9am-6pm, Sun,
10am-5pm

BURNABY

Kitchener Bottle Depot Ltd.
4177 Halifax Street
Phone 604-294-2827
Hours: Mon-Fri 10am-6pm, Sat 9am-
5pm, Sun 10am-4pm

BURNABY

Burnaby Recycling Depot
4800 Still Creek Avenue
Phone 604-294-8447
Hours: Monday - Sunday, 8am - 4pm
(open 7 days a week)

BURNS LAKE

Burns Lake Transfer Station
Babine Lake Road
Phone 1-250-692-3125
Hours: Mon.-Fri. 8am-6pm, Sat.-Sun
10-6pm

CAMPBELL RIVER

Campbell River Bottle Depot
1580F Willow Street
Phone 1-250-287-4224
Hours: Monday - Saturday 9am -
4:30pm

CASTLEGAR

Ootischenia Landfill
671 Columbia Road
Phone 1-250-365-6737
Hours: Mon.-Sat. 8:30am - 4pm

CHETWYND

Chetwynd Lions Recycling
4824 -54th Street
Phone 1-250-788-1111
Hours: Monday 10am-4pm, Tuesday
to Friday 9am-5pm, Saturday
9am-4pm



Product Care All Depots

(as of Jan 5, 2010)

CHILLIWACK

Chilliwack Bottle Depot
#2, 45934 Tretheway Avenue
Phone 1-604-792-9572
Hours: Mon - Sat 8:30am - 6pm,
Sunday 10am - 5pm

CHILLIWACK

Sardis Bottle Depot
45635B Lark Road
Phone 1-604-858-9177
Hours: Monday to Friday 8:30am to
6:00pm, Saturday 8:30am to
5:30pm, Sunday 10am to 5pm

CLEARWATER

Super Save Bottle Depot
#10 Old North Thompson Hwy
Phone 1-250-674-2160
Hours: Tues-Sat 9am-5pm

COMOX

Comox Return Centre
678 Anderton Road
Phone 1-250-339-0059
Hours: Winter Hours (Nov - April)
Mon- Sat 9am-5pm - Summer
Hours (May - Oct): Mon - Sat
9am - 5:30pm

CRANBROOK

Cranbrook Bottle Depot
#3 - 1125 Industrial Road
Phone 250-417-0306
Hours: Monday to Friday 9am-5pm,
Saturday 9am-4pm

CRESTON

Columbia Bottle Recycling
1-1420 Northwest Blvd.
Phone 1-250-428-2929
Hours: Tues-Sat 9:30am-4:30pm

DAWSON CREEK

D.C. Recycling & Bottle Depot
925-100 Avenue
Phone 1-250-782-2020
Hours: Mon-Sat 9am-5:30pm

DELTA

Ladner Bottle Depot
4930 Elliott Street
Phone 604-946-0309
Hours: Mon-Sat 9am-6pm Sun 11am-
5pm

DUNCAN

Cowichan Valley Bottle Depot
6476 Norcross Road
Phone 1-250-748-2066
Hours: Mon-Sat 9am-5pm, Sun 10am-
4pm

FERNIE

Fernie Bottle Depot
1291 Ridgemont Avenue
Phone 250-423-2009
Hours: Monday to Friday 10am - 5pm,
Saturday 10am - 4pm

FORT NELSON

Wide Sky Disposal
4903 49th Avenue
Phone 1-250-774-6528
Hours: Mon-Sat 1:30-5pm

FORT ST. JAMES

Fort St. James Transfer Station
5121 Necoslie Road
Phone 1-250-996-2166
Hours: Mon-Fri 10am-6pm, Sat 8am-
6pm, Sun 10am-6pm

FORT ST. JOHN

FSJ Bottle Drop
10104 - 93rd Avenue
Phone 1-250-785-4146
Hours: Mon-Thurs 9:00-5:30, Fri & Sat
9:00-6:00pm

FRASER LAKE

Area 'D' Transfer Station (formerly Fraser Lake Landfill)
3366 Fraser Lake Airport Road
Phone 250-699-6576
Hours: SUMMER: Sun-Wed 12-6pm,
Fri & Sat 10am-6pm
WINTER: Sun-Wed 11am-
5pm, Fri & Sat 10am-4pm



Product Care All Depots

(as of Jan 5,2010)

GIBSONS

Gibsons Recycling Depot
1018 Venture Way
Phone 604-740-1425
Hours: Monday - Sunday 8am to 5pm
(7 days a week)

GOLD RIVER

Village of Gold River
Public Works Yard, Hilke Road
Phone 1-250-283-2294
Hours: Wed - Sun 10am - 2:45pm

GRAND FORKS

Grand Forks Regional Landfill
8798 Granby Road
Phone 1-250-442-2734
Hours: Tue-Sat 8:30am-4pm, Sun 12-4pm

GREENWOOD

West Boundary Regional Landfill (formerly Greenwood Region)
2050 Motherlode Road
Phone 1-403-997-4289
Hours: Tues., Fri. and Sat. 9am-4pm

HOPE

R & R Recycling Ltd.
930 - 6th Avenue
Phone 1-604-869-3328
Hours: Mon-Fri 8am-5pm Sat 10am-2pm

HOUSTON

Knockholt Sub-Regional Landfill
8072 Aitken Road 8 km. East of Houston
Phone 1-250-803-2924
Hours: Mon - Sun 10am - 6pm

INVERMERE

Invermere Fire Department
626-4th Street
Phone 1-250-342-3200
Hours: Tue 7:30-9pm Sun 10am-12pm

KAMLOOPS

Mission Flats Landfill
3095 Mission Flats Road
Phone 1-250-372-9647
Hours: Mon - Sun 8:30 am - 4:30 pm

KASLO

Kaslo Building Supplies
6521 Highway 31
Phone 1-250-353-7628
Hours: Monday to Saturday 8am to 5pm

KELOWNA

Boucherie Self Storage & Bottle Depot
2711 Kyle Road
Phone 1-250-769-7122
Hours: Oct-May, Mon-Sat 8:30am-5pm, Jun-Sept, Mon-Sat 8:30am-6pm

KELOWNA

Battery Doctors
1972 Windsor Road
Phone 1-250-860-2866
Hours: Mon-Fri 8:30am-4:30pm, Sat 9am-3pm

KIMBERLEY

New & Nearly New
1685 Warren Avenue
Phone 1-250-427-0009
Hours: Mon-Sat 9:30am-4pm

KITIMAT

Kitimat Recycling Depot
314 Railway Avenue
Phone 1-250-632-6633
Hours: Mon-Fri 9am-4pm, Sat 11am-4pm

LADYSMITH

Junction Bottle Depot Ltd.
149 Oyster Bay Drive
Phone 1-250-245-7376
Hours: Mon-Sat 9am-5pm, Sun 10am-4pm

LADYSMITH

Peerless Road Recycling Drop-Off Depot
Trans Canada Hwy at Thicke Road
Phone 250-245-7800
Hours: Oct-June Sat, Sun, Wed 9am-5pm, July-Sept Wed-Sun 9am-5pm - All Year Closed on Stats



Product Care All Depots

(as of Jan 5, 2010)

LAKE COWICHAN

Meade Creek Recycling Drop-Off Depot
8855 Youbou Road (& Teleglobe Road)
Phone 250-749-3632
Hours: Sat, Sun, Wed 9am-5pm -
Closed for lunch from 12:00-
12:30 - Closed Stat Holidays

LANGFORD

Alpine Disposal & Recycling
1045 Dunford Avenue
Phone 1-250-474-5145
Hours: Monday-Friday 8am-4:30pm
Sat 8:00-4:30pm

LANGLEY

Langley Bottle Depot
20137 Industrial Avenue
Phone 604- 530-0131 /
Hours: Mon-Sat 8:30am-5:30pm, Sun
10am-4pm - closed all Public
Holidays

LANGLEY

Willowbrook Recycling Depot
19645-60th Avenue
Phone 604-532-0225
Hours: Mon-Fri 9am-6pm, Sat 8am-
6pm, Sun 10am-4pm

LANGLEY

Walnut Grove Bottle Depot
#224, 9640-201 Street
Phone 604-513-0420
Hours: Mon-Sat 9am-5pm Sun 10am-
4pm

LILLOOET

Lillooet Glass & Tire
561 Main Street
Phone 1-250-256-4111
Hours: Mon-Fri 8am-5:30pm Sat 8am-
1pm

LUMBY

KBM Autoworks
1862 Vernon Street
Phone 1-250-547-2356
Hours: Mon-Sat 8am-5pm

MADEIRA PARK

GRIPS Recycling
Hwy 101, at Menacher Road
Phone 1-604-883-1165
Hours: Thursday to Tuesday 8:30am-
4pm & Sunday 10-2 CLOSED
WEDNESDAYS

MAPLE RIDGE

Ridge Meadows Recycling Society
10092 - 236 Street
Phone 604-463-5545
Hours: Mon, Thur, Fri, Sat 8am-5pm,
Tue & Wed 10am-7pm,
Sunday 10-5

MERRITT

Merritt Machine Works Ltd.
1120 McFarlane Way
Phone 1-250-378-5326
Hours: Mon-Fri 8am-5pm, Sat 8am-
12pm (noon) - closed
Saturdays on Long Weekends)

MISSION

Mission Recycling Depot
7229 Mershon Avenue
Phone 1-604-814-3555
Hours: Monday - Saturday 8:30am-
4:30pm

NAKUSP

Nakusp Landfill Site
1420 Hot Springs Road
Phone 1-250-352-6665
Hours: Mon. 9am-12:30pm, Wed. 9am-
4pm, Sat. 9am-4pm

NANAIMO

Nanaimo Recycling Exchange Society
2477 Kenworth Road
Phone 1-250-758-7777
Hours: Monday-Saturday, 9am-4:30pm

NELSON

Nelson Paint Depot
721 Front Street
Phone 1-250-505-3512
Hours: Monday - Saturday 10am-4pm



Product Care All Depots

(as of Jan 5,2010)

NEW DENVER

Rosebery Transfer Station
5250 Highway 6
Phone 1-250-352-6665
Hours: Wednesday & Saturday 9am-3pm

NEW HAZELTON

New Hazelton Bottle Depot
3421 Bowser Street, PO Box 787
Phone 1-250-842-0555
Hours: Tues - Sat 10am - 5pm -
CLOSED MONDAYS

NEW WESTMINSTER

New Westminster Recycling
65 E 6th Avenue (far left corner of Canada Games)
Phone 604-968-4208
Hours: Wed - Sun 10 am - 6 pm

NORTH COWICHAN

Bings Creek Solid Waste Management Complex
3900 Drinkwater Road
Phone 1-250-746-9411
Hours: Mon - Sun 9am-5pm (closed
Stat Holidays)

NORTH VANCOUVER

North Van. Transfer Station
30 Riverside Dr.
Phone 604-929-0372
Hours: Mon - Sat 8am - 5pm, Sun
10am - 5 pm

OLIVER

Oliver Sanitary Landfill
off Black Sage Road, approx 7km south
Phone 1-250-498-3316
Hours: Monday to Friday Noon -
3:45pm, Saturday 9am-3:45 -
Closed Sundays

OSOYOOS

Osoyoos Bottle Depot
8305-72nd Avenue
Phone 1-250-495-2399
Hours: Mon - Sat 9am - 4:30pm

PARKSVILLE

Parksville Bottle & Recycling Depot
611A Alberni Highway
Phone 1-250-248-0224
Hours: Mon-Sun 8:00am - 6:00pm (7
days a week)

PEMBERTON

Carney's Waste Systems - Pemberton Waste & Recycling Fa
1947 Carpenter Road (Pemberton Industrial Park)
Phone
Hours: Monday, Wednesday & Friday
1pm to 5pm, Sat and Sun
10am-5pm

PENDER ISLAND

Pender Island Recycling Society
4402 Otter Bay Road
Phone 1-250-629-6962
Hours: Tues 8am-3pm, Sat 10am-3pm, Sun 2-5pm

PENTICTON

Campbell Mountain Landfill
Penticton Landfill - Reservoir Road (5km NE)
Phone 1-250-492-2907
Hours: Mon-Sat 8:30-4:45, Sunday
10am-2pm

PENTICTON

J&C Bottle Depot (formerly Penticton Recycling & Bottle Dep
200 Rosetown Avenue
Phone 1-250-492-5144
Hours: Open Mon-Fri - Oct 1st to Mar
31st - 9am - 5pm and April 1st
to Sept 30th 8:30am - 5pm

PORT ALBERNI

The Bottle Depot
3533 4th Avenue
Phone 1-250-724-5811
Hours: Mon-Sat 9:00am-5:00pm

PORT CLEMENTS

Islands Regional Landfill Depot
71454, Highway 16
Phone 1-888-557-9339
Hours: Mon-Sat 11am-3pm

PORT COQUITLAM

Biggar Bottle Depot
2577 Kingsway Avenue
Phone 604-945-3313
Hours: Mon-Fri 9:00am-5:30pm, Sat
9am-6pm, Sun. 9am-5:30pm



Product Care All Depots

(as of Jan 5, 2010)

PORT MCNEIL

Seven Mile Recycling Centre
Highway 19
Phone 1-250-949-1681
Hours: Mon-Fri 9am-4pm Sat 10am-4pm (no commercial customers on Saturday)

POWELL RIVER

Augusta Recyclers Ltd.
7346 Highway 101
Phone 1-604-485-4072
Hours:

PRINCE GEORGE

Nechako Bottle Depot
1922 1st Avenue
Phone 1-250-562-3871
Hours: Mon-Sat 8:30am-5pm

PRINCE RUPERT

Regional Recycling - Prince Rupert
251 Kaien Road
Phone 1-250-624-2455
Hours: Mon-Fri 8am-4:30pm Sat 9:30am-4:30pm

PRINCETON

Town of Princeton
171 Princeton Summerland Road (Princeton Landfill)
Phone 1-250-295-6111
Hours: Mon, Tue, Fri, Sat, Sun 9 am - 5 pm

QUALICUM

Qualicum Bottle Depot
Unit #4, 141 - East 4th Avenue
Phone 1-250-752-8884
Hours: Monday - Saturday 9:00am - 5:00pm

QUESNEL

Quesnel Landfill Site
#5 Carson Pit Road, Municipal Landfill
Phone 1-250-992-3817
Hours: Mon. & Tues. 8am-4:30pm, Wed-Sun 9am-5:30pm

REVELSTOKE

Revelstoke Bottle Depot (was Revelstoke Bottlers)
97 Cartier Street
Phone 1-250-837-2693
Hours: Mon.-Fri. 9am-5pm Sat. 9am-3pm

RICHMOND

Richmond Recycling Depot
5555 Lynas Lane
Phone 604- 270-3257 x
Hours: Wed - Sun 9:30am - 6pm

SAANICH

Saanich Recycling Depot
1040 McKenzie Avenue
Phone 1-250-475-5599
Hours: Mon-Fri 8:30am-8pm, Sat 9am-1pm

SALMON ARM

Bill's Bottle Depot
2840 13th Avenue S.W.
Phone 1-250-832-6630
Hours: Mon.-Sat. 8:30am-5pm

SALTSPRING ISLAND

Saltspring Island Recycling
349 Rainbow Road
Phone 1-250-537-1200
Hours: Tues-Sat 10am-5pm

SECHELT

Sechelt Landfill
Dusty Road
Phone 1-604-885-6889
Hours: Mon-Sat 8:30am-5pm, Sun 12-5pm

SIDNEY

Sidney Bottle Depot
#5-10025 Galaran Road
Phone 1-250-655-4878
Hours: Monday - Saturday 9am-5pm

SMITHERS

Smithers/Telkwa Transfer Station
6150 Donaldson Rd South (off Hwy. 16) Box 399
Phone 1-250-846-6805
Hours: Mon-Fri 8am-6pm Sat&Sun 10am-6pm

SOOKE

Sooke & District Garbage Depot
6228 Sooke Road
Phone 1-250-642-3646
Hours: Mon-Sat 10am-4pm Sun 12-4pm



Product Care All Depots

(as of Jan 5, 2010)

SORRENTO

Starlite Auto Wrecking & Repair
1408 London Lane Road
Phone 1-250-675-2950
Hours: Mon-Fri 9am-5pm, Sat
(appointment only)

SQUAMISH

Carney's Waste Systems - Squamish
38950 Queens Way
Phone 1-604-892-5675
Hours: Mon - Fri 8:00am - 4:30pm

STEWART

Tidewater Equipment
401 Brightwell Street
Phone 1-250-636-2121
Hours: Mon&Tues (by appointment
only) Wed-Fri 9am-5pm

SUMMERLAND

Summerland Bottle Depot
9615A Victoria Road South
Phone 250-494-0398
Hours: Mon - Sat 8:30 - 4:30 - Closed
Sundays

SURREY

Fleetwood Bottle Return Depot Ltd.
15093 Fraser Highway
Phone 604-585-3544
Hours: Mon-Sat 8:30am-5:30pm, Sun
10-5pm

SURREY

Semiahmoo Bottle Depot
Unit 28 & 29 - 15515 24th Avenue
Phone 604-531-7669
Hours: Mon-Sat 9:30am-5pm

SURREY

Scott Road Bottle Depot
Unit 2 - 12111 86th Avenue
Phone 604-543-0606
Hours: Mon-Sat 9am-6pm, Sun
10:30am-4:30pm

TERRACE

Lakelse Holdings Ltd.
3098 Kofoed Drive
Phone 1-250-638-6230
Hours: Mon to Fri, 9-5 and Saturdays
10 - 4

TOFINO

District of Tofino
700 Industrial Way, Municipal Works Yard
Phone 1-250-725-4212
Hours: Tues 1-3pm

TRAIL

McKelvey Creek Landfill
1900 Highway 3B
Phone 1-250-364-9834
Hours: Mon-Sat 10am-5pm - closed
Sundays and Holidays

TRAIL

Trail Bottle Depot
562 Rossland Avenue
Phone 1-250-364-3025
Hours: Monday to Saturday 9am to
6pm, Sunday 10am to 4pm

VALEMOUNT

Rex's Recycling Centre
1020 Commercial Drive
Phone 1-250-566-9111
Hours: Tues & Wed 1-5pm, Thur-Sat
10am-5pm

VANCOUVER

Joe's Bottle Depot
4394 Main Street (at Rear)
Phone 604-873-0924
Hours: Mon-Fri 9am-5pm Sat&Sun
10:30-5pm

VANCOUVER

Go Green Depot & Recycling
#7 East 7th Avenue (#7 - 2286 Ontario Street)
Phone 604-874-0367
Hours: Mon-Sat: 9:00am-5:00pm ,
Sun: 10:00am-5:00pm
Contractors welcome at this depot.

VANCOUVER

East Van Bottle Depot
2605 Kaslo Street
Phone 604-255-4243
Hours: Mon - Sun 9am - 6pm (7 days
a week)



Product Care All Depots

(as of Jan 5,2010)

VANDERHOOF

Nechako Valley School Bottle Depot
3rd & Nechako
Phone 1-250-567-4059
Hours: Mon, Tues, and Fri 11am-5am,
Sat 10am-5pm. Closed Wed,
Thurs & Sun
Sat 10am-5pm,
Closed Wed, Thurs, and Sun

VERNON

Interior Freight & Bottle Ltd.
4205 24th Avenue
Phone 1-250-545-5706
Hours: Summer: Mon-Sat 8am to
6pm, Sun 10-4, Winter (Dec-
Feb) 8am to 5pm, Sun 10-4

VERNON

Chasers Bottle Depot
4702 - 31 Street
Phone 1-250-503-1311
Hours: Mon-Fri 8am-6pm, Sat 9am-
5pm, Sun 10am-4pm

VICTORIA

Ellice Recycle Ltd.
516 David
Phone 1-250-386-4342
Hours: Mon-Fri, 7:30am-5pm, Sat &
Sun 8:30am-5pm
Contractors welcome at this depot

VICTORIA

Oak Bay Recycling Depot
1771 Elgin Road
Phone 1-250-598-4501
Hours: Mon-Fri 8am-4:30pm Sat 8am-
12pm

VICTORIA

Hartland Recycling Depot
#1 Hartland Avenue
Phone 1-250-727-3331
Hours: Mon-Fri 9am-5pm Sat 7am-2pm

WHISTLER

Carney's Waste Systems - Whistler
100 Brandywine Forestry Road
Phone 1-604-938-9622
Hours: Mon-Sun 7:30am-5pm

WILLIAMS LAKE

Central Cariboo Disposal Services
100-5101 Frizzi Road
Phone 1-250-392-5893
Hours: Mon-Fri 8am-3pm Sat 9am-1pm

PRODUCT CARE ASSOCIATION

FINANCIAL STATEMENTS

31 DECEMBER 2009



ROLFE, BENSON LLP
CHARTERED ACCOUNTANTS

PRODUCT CARE ASSOCIATION

Financial Statements

For the year ended 31 December 2009

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ROLFE, BENSON LLP

CHARTERED ACCOUNTANTS

1400-900 West Hastings Street

Vancouver, B.C. V6C 1E3

Telephone: 604-684-1101

Fax: 604-684-7937

E-mail: admin@rolfebenson.com

AUDITORS' REPORT

To the Members,
Product Care Association

We have audited the statement of financial position of Product Care Association as at 31 December 2009 and the statements of net assets, operations and cash flows for the year then ended. These financial statements are the responsibility of the Association's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Association as at 31 December 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Rolfe Benson LLP

CHARTERED ACCOUNTANTS

Vancouver, Canada
12 March 2010



PRODUCT CARE ASSOCIATION
Statement of Financial Position
31 December 2009

	2009	2008
Assets		
Current		
Cash and short-term investments	\$ 2,050,531	\$ 2,634,922
Accounts receivable	893,443	697,381
Prepaid expenses and deposits	64,113	61,476
	<u>3,008,087</u>	<u>3,393,779</u>
Insurance reserve - at market (Note 4)	7,618,264	6,556,194
Capital assets (Note 5)	<u>211,089</u>	<u>21,058</u>
	<u>\$ 10,837,440</u>	<u>\$ 9,971,031</u>

Liabilities

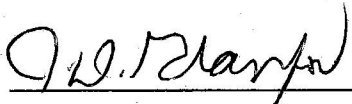
Current		
Accounts payable and accrued liabilities	\$ 1,590,852	\$ 962,523
Deferred revenue	-	208,890
	<u>1,590,852</u>	<u>1,171,413</u>


Commitments (Note 6)

Members' Equity

Insurance reserve - restricted (Note 4)	7,618,264	6,556,194
Invested in capital assets	211,089	21,058
Unrestricted	<u>1,417,235</u>	<u>2,222,366</u>
	<u>9,246,588</u>	<u>8,799,618</u>
	<u>\$ 10,837,440</u>	<u>\$ 9,971,031</u>

APPROVED BY THE DIRECTORS:

 Director

 Director

The accompanying notes are an integral part of these financial statements.

PRODUCT CARE ASSOCIATION
Statement of Net Assets
For the year ended 31 December 2009

	Unrestricted	Invested in Capital Assets	Internally Restricted Insurance Reserve	Total 2009	Total 2008
Net assets - beginning of year	\$ 2,222,366	\$ 21,058	\$ 6,556,194	\$ 8,799,618	\$ 10,726,379
Excess (deficiency) of revenues over expenses for the year	446,970	-	-	446,970	(1,926,761)
Transfer to insurance reserve	(1,062,070)	-	1,062,070	-	-
Transfer to invested in capital assets	(190,031)	190,031	-	-	-
Net assets - end of year	\$ 1,417,235	\$ 211,089	\$ 7,618,264	\$ 9,246,588	\$ 8,799,618

The accompanying notes are an integral part of these financial statements.

PRODUCT CARE ASSOCIATION
Statement of Operations
For the year ended 31 December 2009

	2009	2008
Revenues		
Eco fees	\$ 6,338,207	\$ 5,385,669
Operating expenses		
Collection, disposal, transportation and event advertising	6,289,955	5,517,112
Gross margin	<u>48,252</u>	<u>(131,443)</u>
Administrative expenses		
Technical, professional, management and communication	617,735	625,431
Office, rent and travel	175,238	173,782
Association and depot start up costs	120,229	104,155
	<u>913,202</u>	<u>903,368</u>
Expense recoveries	<u>(241,831)</u>	<u>(395,358)</u>
	<u>671,371</u>	<u>508,010</u>
Excess (deficiency) of revenues over expenses from operations	<u>(623,119)</u>	<u>(639,453)</u>
Other income (expenses)		
Investment income	197,215	229,947
Interest income	8,020	82,132
Gain (loss) on sale of investments	738	(3,567)
Unrealized gain (loss) on investments	864,116	(1,595,820)
	<u>1,070,089</u>	<u>(1,287,308)</u>
Excess (deficiency) of revenues over expenses for the year	<u>\$ 446,970</u>	<u>\$ (1,926,761)</u>

The accompanying notes are an integral part of these financial statements.

PRODUCT CARE ASSOCIATION
Statement of Cash Flows
For the year ended 31 December 2009

	2009	2008
Cash provided by (used in):		
Operating activities		
Excess (deficiency) of revenues over expenses for the year	\$ 446,970	\$ (1,926,761)
Items not involving cash		
Market value adjustment to insurance reserve	(864,116)	1,595,820
Amortization	48,911	8,590
	(368,235)	(322,351)
Changes in non-cash working capital balances	429,630	468,613
	61,395	146,262
Investing activities		
Transfer to (from) insurance reserve	(197,954)	(226,380)
Purchase of capital assets	(238,942)	(29,648)
	(436,896)	(256,028)
Financing activity		
Receipt of deferred revenue	(208,890)	22,815
Net increase (decrease) in cash	(584,391)	(86,951)
Cash, beginning of year	2,634,922	2,721,873
Cash, end of year	\$ 2,050,531	\$ 2,634,922
Cash consists of:		
Cash and short-term investments	\$ 635,719	\$ 721,297
Money market fund	899,568	1,400,107
Term deposit	515,244	513,518
	\$ 2,050,531	\$ 2,634,922
Supplemental Cash Flow Information		
Interest received	\$ 9,786	\$ 84,719

The accompanying notes are an integral part of these financial statements.

PRODUCT CARE ASSOCIATION
Notes to the Financial Statements
For the year ended 31 December 2009

1. Incorporation of Product Care Association

On 7 May 2001, Letters Patent were obtained for the creation of Product Care Association. The new entity is the result of the amalgamation of PPC Paint and Product Care Association with Product Care Association on 1 July 2001. The Association is a not-for-profit organization and as such, the Association is not subject to income taxes.

The Association was created to collect and dispose of paint, aerosols, solvents, pesticides, gas and other household waste in an environmentally safe manner as mandated by various provinces.

2. Changes in accounting policies

(a) Capital disclosures

The Association adopted the recommendations of the CICA Handbook Section 1535, Capital Disclosures. This section establishes standards for disclosing information about an entity's capital and how it is managed. The Association manages its capital primarily through its investments and adheres to the guidelines of the Association's investment policies. There have been no changes to these guidelines during the year. In addition, the Association's equity is restricted for the purposes as described in Note 4. This new standard only addresses the disclosure in the financial statements and has no impact on the financial results.

(b) Not-for-profit organizations

Effective 1 January 2009, the Association adopted the CICA Handbook amended Sections 4400 and the new Section 4470, "Disclosures of Allocated Expenses by Not-for-Profit Organizations". The adoption of these standards has no impact on the financial statements.

3. Summary of significant accounting policies

These financial statements are prepared in accordance with Canadian generally accepted accounting principles. The significant policies are detailed as follows:

(a) Capital assets

Capital assets are recorded at cost. The Association provides for amortization using the straight-line method at rates designed to amortize the cost of the capital assets over their estimated useful lives. The annual amortization rates are as follows:

Leasehold improvements	5 years
Storage Depots	5 years
Office Equipment	2 years
Depot Equipment	3 and 5 years

PRODUCT CARE ASSOCIATION
Notes to the Financial Statements
For the year ended 31 December 2009

3. Summary of significant accounting policies - Continued

(b) Revenue recognition

Revenue from eco-fees is recognized at the time an eco-fee applicable product is sold by a member of the Association, and the eco-fee becomes due and payable.

The Association follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Investment income includes interest income, and realized and unrealized investment gains and losses. Unrealized gains and losses on held-for-trading financial assets are included in investment income and recognized as revenue in the statement of operations. Unrestricted investment income is recognized as revenue when earned.

(c) Investments

The Association has elected to classify all of its investments as held-for-trading, and accordingly they are recorded at fair value. Changes in fair values during the year are included in revenue or expenditures on the statement of operations.

Quoted market prices were used to determine the fair value of the investments as at the year end date.

(d) Use of estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the balance sheet date and the reported amounts of revenues and expenses during the year. Actual results could differ from those estimates.

PRODUCT CARE ASSOCIATION
Notes to the Financial Statements
For the year ended 31 December 2009

4. Insurance reserve

The insurance reserve fund was established to respond to environmental impairment liability exposures and director and officers liability exposures up to predetermined levels in conjunction with the overall insurance program. The amount is internally restricted and transfers to the insurance reserve fund are made upon resolutions passed by the Board of Directors. During the year the Directors approved to transfer \$Nil (2008 - \$Nil) to the insurance reserve fund.

The assets in the insurance reserve fund consist of cash and investments in fixed income and equity securities and are independently managed. All income earned on these investments are initially reported in the unrestricted fund and then transferred to the insurance reserve fund. During the year \$1,062,070 (2008 - (\$1,369,440)) was transferred from the unrestricted fund to the insurance reserve fund, which included an unrealized gain of \$864,116 at 31 December 2009 and realized investment income of \$197,953.

5. Capital assets

	Cost	Accumulated Amortization	2009 Net	2008 Net
Depot equipment	\$ 772,692	\$ 572,780	\$ 199,912	\$ 19,712
Office equipment	61,128	49,951	11,177	1,346
Leasehold improvements	483,749	483,749	-	-
Storage depots	576,096	576,096	-	-
	<u>\$ 1,893,665</u>	<u>\$ 1,682,576</u>	<u>\$ 211,089</u>	<u>\$ 21,058</u>

6. Commitments

The Association entered into a 60 month lease on the Surrey office and building facility which expires on 31 January 2011. The lease includes a clause that after January 2008, the Association can terminate the lease with six months notice.

The annual lease payments are as follows:

2010	\$ 102,000
2011	<u>8,500</u>
	<u>\$ 110,500</u>

Additionally, at year end the Association had unprocessed product on hand with an estimated cost to process, transport and recycle of \$85,209 which will be incurred during 2010.

PRODUCT CARE ASSOCIATION
Notes to the Financial Statements
For the year ended 31 December 2009

7. Financial instruments

The Association has elected to use the exemption provided by the CICA permitting not-for-profit organizations not to apply the CICA Handbook Section 3862 "Financial Instruments - Disclosure" and Section 3863 "Financial Instruments -- Presentation" which would otherwise have applied to the financial statements for the year ended 31 December 2007. The Association applies the requirements of Section 3861 of the CICA Handbook.

The Association's financial instruments consist of cash and short-term investments, accounts receivable, insurance reserve and accounts payable and accrued liabilities.

(a) Fair value

Cash and short-term investments are classified as held for trading, accounts receivable as loans and receivables and accounts payable and accrued liabilities as other liabilities and are measured at their carrying amounts since it is comparable to their fair value due to the approaching maturity of these financial instruments.

The insurance reserve is classified as held-for-trading financial assets. They are measured at fair value, determined on the basis of market value.

(b) Credit risk

The Association's financial instruments that are exposed to concentrations of credit risk consist of cash and accounts receivable. Cash is in place with major financial institutions. Concentrations of credit risk with respect to accounts receivable are limited due to the large number of customers. The Association has evaluation and monitoring processes in place and writes off accounts when they are determined to be uncollectible.

8. New Brunswick Paint Recycling Program

The New Brunswick Paint Recycling Program was developed by Product Care Association on behalf of the paint industry in response to the New Brunswick "Designated Materials Regulation". The program has been approved by the government agency, Recycle New Brunswick for a three year period commencing 1 April 2009. The Association operates the New Brunswick Paint Recycling Program on behalf of the paint industry "brand owners" who are the manufacturers and retailers of household paint in New Brunswick.

2009 Results:

The Association collects the eco fees from the NB members and subsequently pays the depots and processors for collection and disposal of paint. In 2009, eco fee revenue relating to the NB program was \$808,732 and expenses relating to collection, processing, and administration for the NB program were \$836,288. Prior to the NB program start date of 1 April 2009, \$41,050 of expenses were incurred to launch the program.