

Electronic Products Recycling Association

Annual Report to the Director

[2014 Calendar Year]

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1. Executive Summary

The table below should concisely summarize program performance for the section 8 annual reporting requirements such that ministry staff and the public can easily understand whether reporting requirements and stewardship plan targets have been met.

Products within plan	As outlined in Appendix B of our stewardship plan, EPRA BC covers a broad range of regulated electronic product categories, including IT, Audio/Video, Communication equipment, Medical and Control devices as well as the more common displays, computers and printers.
Program website	www.recycleMYelectronics.ca/bc

Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(a)	<u>Public Education Materials and Strategies</u>	<p>EPRA has undertaken significant marketing initiatives focused on 3 key messages:</p> <ol style="list-style-type: none"> 1. Awareness of Collection location and desired e-recycling behaviour 2. Knowledge of acceptable products 3. The responsible way to recycle end-of-life electronics in BC <p>EPRA uses several types of media to communicate the message including: television, radio, newspapers, online and promotional materials.</p> <p>EPRA sponsored and participated in a Voices of Nature Urban Mining educational program in several communities in BC. The program incorporated the importance of e-recycling messaging into the curriculum through music and in-class learning with an Urban Mining Educators' Handbook.</p> <p>EPRA participates in and co-sponsors the RCBC Recyclepedia, hotline and depot locator app.</p> <p>In 2013, EPRA BC collaborated with other steward agencies in developing a common mark (BC Recycles) to help consumers identify a single source for recycling information</p> <p>A public opinion survey conducted in October of 2014 showed that 80% of BC residents were aware of how to recycle electronics in an environmentally friendly manner.</p> <p>EPRA has used the results gathered in the SABC awareness survey to provide reporting results consistent with the other stewardship agencies.</p>

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Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(b)	<u>Collection System and Facilities</u>	<p>EPRA BC has a robust collection system designed to provide easy access not only to consumers but also the ICI sector particularly for Phase V products.</p> <p>Consumer return of end-of-life electronics is facilitated through our extensive depot network which consisted of 174 permanent collection depots at the end of 2014 (see: http://www.return-it.ca/electronics/locations/). This depot network in conjunction with 75 return-to-retail facilities provided excellent service coverage to 98.1% of the population in 2014 to the standards outlined in our stewardship plan.</p> <p>As a supplement to our permanent depots, we held 3 collections events within the province throughout the year.</p> <p>For the Business-to-Business (B2B) sector (primarily related to Phase V material), we have implemented several programs to facilitate easy access to recycling of obligated material:</p> <ol style="list-style-type: none"> 1. Large volume generator program – Free pick up of material for generators meeting minimum volume requirements 2. Processor incentive program – Generators can contract directly with approved recyclers for the pickup and processing of material. The recyclers are compensated by the program and there is no cost to the generator for the basic pick up and recycling of obligated material. <p>Information on B2B options are available here:</p> <p>https://www.return-it.ca/electronics/industry/b2b-options/</p>
Part 2, section 8(2)(c)	<u>Product Environmental Impact Reduction, Reusability and Recyclability</u>	<p>Electronics Product Stewardship Canada (EPSC) represents major electronics and IT equipment brand owners in Canada on sustainability issues. EPSC issues its <i>Design for Environment (DfE) Report</i>, which highlights the industry’s progress related to design for the environment, along with the many technological advances that are creating change in electronics design. Developments in cloud computing, for example, are opening the door for smaller and lighter products. Eco-labelling programs challenge manufacturers to develop products that have a lower energy or materials footprint. This year’s report builds on previous reports, with a focus on a reduction in weight of new products and the corresponding smaller environmental footprint. EPRA will report annually on DfE issues as provided through this research. The report for 2014 is available at the link below:</p> <p>http://epsc.ca/design-for-the-environment-report/</p> <p>Reuse and Recycling are covered in detail in Section 5 below.</p>

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Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(d)	<u>Pollution Prevention Hierarchy and Product / Component Management</u>	Recycling end-of-life electronics diverts materials from landfills and ensures the management of the deposition of these materials in an environmentally and socially responsible way. Recycling also saves energy, as materials recovered can be used to create new useful products, ultimately reducing the energy demands associated with the extraction and processing of new raw material. See Section 6 below for details.
Part 2, section 8(2)(e)	<u>Product Sold and Collected</u>	In 2014, our stewards reported the supply of 9,604,503 regulated electronic products into the province. During 2014, we collected a total of 22,721 metric tonnes of end-of-life electronics.
Part 2, section 8(2)(e.1)	<u>and Recovery Rate</u>	See Section 7 for breakdown per regional district
Part 2, section 8(2)(f)	<u>Summary of Deposits, Refunds, Revenues and Expenses</u>	Audited financial information is available in the 2014 EPRA Annual Report at http://epra.ca/wp-content/uploads/ar/english/2014/

Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in <u>Plan Performance</u>		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	Performance	Strategies for Improvement
1. Total WEEE collected	22,721 Metric tonnes	[N/A]
2. Total WEEE collected per capita	4.91 kilos per capita	[N/A]
3. Per capita collected by RD	See chart in Section 7	[N/A]
4. Total Collection Sites	174 depots	[N/A]
5. Total Collection Events	3 Collection Events	[N/A]
6. % of the population covered by collection sites	98.1%	[N/A]
7. % of the population aware of the program	80%	[N/A]
8. Total program costs per tonne	\$1004/tonne	[N/A]
9. Operational costs per tonne	\$898/tonne	[N/A]
10. Administrative costs per tonne	\$106/tonne	[N/A]

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2. Program Outline

Provide a brief (1 page) overview of the stewardship agency/company and their members [website link], program inclusions, collection approach and any other high level information relative to the annual report e.g. studies completed, new targets set, consultations or surveys conducted.

In the last decade, product stewardship programs have grown in popularity across Canada and around the world. A true partnership between industry, government and consumers, stewardship programs provide a sustainable model to divert and recover materials from the waste stream. They also improve recycling efforts within our communities as increasingly, consumers expect convenient, accessible and responsible recycling for their end-of-life products, including electronics.

The Electronic Products Recycling Association (EPRA) is the national organization tasked with promoting and managing end-of-life electronics recycling in Canada. EPRA is an industry-led, voluntary, not-for-profit environmental compliance program dedicated to responsible recycling of end-of-life electronics and providing secure, convenient recycling options in the provinces in which it operates.

Being a part of the national EPRA organization has benefitted industry, consumers and other stakeholders in British Columbia by enabling our ability to further deliver best practices in industry-led electronics recycling.

The Phase V program expansion in July 2012 included a very broad range of electronic devices supplied into the province. EPRA BC has successfully integrated these new products into our existing collection network as well as providing new and innovative ways for businesses and institutions to recycle their end-of-life electronics.

2014 saw a continuation of our Return-to-Retail program with two major national retailers collecting end-of-life electronics as part of our program. This provides consumers with yet another convenient option for recycling in BC.

EPRA is committed to ensuring responsible recycling of end-of-life electronics collected by EPRA programs through adherence to the Recycler Qualification Program (RQP). The RQP is a comprehensive process that ensures products and resulting materials are handled in an environmentally sound and socially acceptable manner that protects the environment and safeguards worker health and safety.

EPRA BC enables businesses and consumers to responsibly manage their end-of-life electronics, and assists obligated stewards in achieving regulatory compliance. Currently there are over 1,600 stewards* registered with EPRA in British Columbia, 174 permanent collection sites and 3 verified processors. In 2014, EPRA BC safely collected and responsibly recycled 22,721 tonnes of end-of-life electronics.

*A list of stewards currently in the Program can be found at:

<http://www.recyclemyelectronics.ca/bc/registered-stewards-remitters-pops/>

3. Public Education Materials and Strategies

Provide a brief overview of the key materials and strategies used to promote awareness of the program. Identify the various types of outreach (i.e. face to face, social media, traditional media, etc.) utilized.

EPRA BC continues to reach consumers and raise awareness of the program through many types of media including television, radio, newspapers (ads and articles) online, etc. Different types of media are used strategically to target specific audiences with a tailored message and the publishing and placement of each advertisement is carefully planned to ensure that the target audience is reading, listening or watching.

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To maintain high levels of awareness, consumers need consistent messaging on a regular basis. As EPRA BC has matured, our consumer awareness message has become more strategic and targeted to reach the right people at the right time with a meaningful and motivating message.

In 2014, EPRA actively promoted the program in BC through earned media (PR). EPRA received coverage in in key recycle periods with circulation and viewership of over 885,655 impressions

City/Province	Date	Media	Circulation/ Viewership	Content
BC wide	Dec. 26 2014	CBC TV News – BC	335,500	Craig Wisehart interviewed on what to do with end-of-life electronics (EOLE) in BC
Williams Lake	Nov. 13 2014	CFFM Syndicated Tech Talk	6,400	Cliff Hacking interview on EPRA and EOLE
Kelowna	Nov. 13 2014	CKFR Syndicated Tech Talk	3,216	Cliff Hacking interview on EPRA and EOLE
Vancouver	Nov. 13 2014	CKNW Syndicated Tech Talk	319,410	Cliff Hacking interview on EPRA and EOLE
Kelowna	April 22 2014	Kelowna Daily Courier	12,913	Earth Day reminder to e-recycle through EPRA – Craig Wisehart
Penticton	April 22 2014	Penticton Herald	38,688	Earth Day reminder to e-recycle through EPRA – Craig Wisehart
Penticton and area	April 1 2014	Comfort Zone Paper Penticton Herald	100,000 and 38,688	EPRA program and promotion of consumer video “What happens to EOLE?”
Kamloops	March 14 2014	Java Mountain News	3,250	EPRA program and promotion of consumer video “What happens to EOLE?”
Prince George	April 1 2014	Prince George Citizen Paper	27,600	EPRA program and promotion of consumer video “What happens to EOLE?”
Total			885,655	

In 2014, we continued to target some ICI (Institutional, Commercial and Industrial) organizations to raise awareness of Phase V and the associated products. In addition, EPRA BC began work in conjunction with other BC stewards to better understand how to insure consumers knew where and how to recycle the wide range of obligated products in the province. We have introduced messaging to help British Columbians understand what happens to the products after they are dropped off for recycling. An example of that messaging is this video produced to help consumers understand our process.

<http://www.recyclemyelectronics.ca/bc/what-can-i-do/where-does-it-go/>

We have also produced a video to assist retailer with training of their staff to better communicate the Environmental Handling Fee (EHF) to consumers.

<http://recyclemyelectronics.ca/bc/stewards/what-is-the-ehf-a-training-video/>

Moving forward, we plan to continue with our existing efforts to inform consumers of depot location, products accepted, fee structure, etc. We will continue to work to reinforce consumer awareness, heighten the credibility of our brand and promote the BC product stewardship model as the best way to operate Extended Producer Responsibility programs.

Please refer to Section 1 above for key statistics related to Public Education and Awareness.

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4. Collection System and Facilities

Provide a brief overview of the way in which the stewardship agency collects the products from the consumer (i.e. depots, return to retailer, collection events, etc.). If available, list the number of collection facilities in each regional district and identify changes in the number, location, and method of collection from the previous year to the present year. If the list is extensive, consider including a summary and attaching a separate document or URL.

Collection sites consist of a group of Encorp Return-It depots, regional government locations and non-profit organizations throughout the province. Since the launch of the program in August of 2007 through to the end of 2013, we more than doubled the number of depots from 70 to 162. We further increased this depot count in 2014 with the addition of 12 depots bringing the total to 174 at the end of 2014 (see attached list of depot locations.)

The current EPRA collection network provides comprehensive coverage of both rural and urban locations throughout the province. EPRA BC has committed to continuously seek permanent collection sites in the few remaining rural areas needed to complete the provincial network. In the interim, we are working with community partners to conduct Drop-Off Events in these areas. In 2014, EPRA BC conducted 3 drop off events across the province (see attached list for locations.)

In addition to our regular collection depot network, at the end of 2014 our Return-to-Retail program included 75 locations of 2 major national electronics retailer across BC to further enhance consumer convenience.

The combination of permanent collection depots and Return-to-Retail locations provided coverage to 98.1% of the Province in 2014.

The inclusion of Phase V material introduced in 2012 increased the need for a more robust Business-to-Business (B2B) collection system and we have implemented several programs for businesses and other institutions to facilitate easy access to recycling of obligated material:

1. Large volume generator program – Free pick up of material for generators meeting minimum volume requirements
2. Processor incentive program – Generators can contract directly with approved recyclers for the pickup and processing of material. The recyclers are compensated by the program and there is no cost to the generator for the basic pick up and recycling of obligated material.

Information on B2B options is available here: <https://www.return-it.ca/electronics/industry/b2b-options/>

5. Product Environmental Impact Reduction, Reusability and Recyclability

Identify ways in which producers or the agency contributes to the reduction of environmental impact. For example, utilization of certified processors, R&D performed to improve recyclability / reuse of the product or components, examples of design for environment mechanisms used by producer members of the agency, reduction of greenhouse gas emissions. The producer may also wish to report on the status of any studies being undertaken to assist with the measurement of environmental impacts. Identifying successes is encouraged.

EPRA supports the concept of the “3 Rs” of Reduce, Reuse and Recycle.

Reduce: The reduce component was addressed above in the executive summary.

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Reuse: Reusing unwanted electronic products is promoted through the communications and public awareness program as the first option where markets and opportunities for reuse in-province exist. EPRA BC in cooperation with RCBC sponsored the BC Material Exchange website where the public could list usable electronics for exchange or sale free of charge. We also work with local charitable entities to explain the Electronics Reuse & Refurbishing Program (ERRP) and assist with their qualification. Obligated products that are used or refurbished will not attract an EHF. EPRA's approach to reuse and refurbishment is consistent with the industry's position that it be in compliance with Canada's Basel Convention commitments and not allow end-of-life electronics management challenges to be passed on to less developed countries.

Reuse is promoted on our EPRA BC website under the "What can I do?/ Reuse or Recycle" tab at:

<http://recyclemyelectronics.ca/bc/what-can-i-do/reuse/>

And under the Service Providers tab at:

<http://recyclemyelectronics.ca/bc/service-providers/info-for-reuse-organizations/>

Recycle: Recycling or processing of unwanted and end-of-life electronics is promoted as the final option. Recycling, which diverts electronics waste from landfill and illegal export, will be a major focus of the EPRA program. Typically, recycling involves some form of "primary" or initial processing, which may include dismantling and sorting of material by hand or by more elaborate mechanical means. Further manual or mechanical separation of materials by another vendor or vendors is considered "downstream" processing. Material flows will be tracked to their "point of final processing" (i.e. where they are altered into a new product or state) or, for unrecyclable hazardous materials, to their point of disposal (i.e., where they are disposed of in an environmentally sound manner).

All recycling will be completed by contractors who meet the Electronics Recycling Standard (ERS) and who have successfully completed EPRA's Recycler Qualification Program (RQP), both of which may be updated from time to time in order to ensure they meet the ongoing needs of the programs which have adopted them.

To ensure that all materials collected under an EPRA program will be responsibly recycled, EPRA has established the following criteria for service:

Service providers will successfully complete the RQP prior to receiving any collected EPRA program materials for processing; and

Service providers will be responsible for ensuring that any and all (downstream) processors needed for further/additional processing of program materials (after primary processing) have also successfully completed the RQP prior to receiving any collected EPRA program materials for processing.

The Recycle component including product management and outcomes is covered in detail in Section 6.

6. Pollution Prevention Hierarchy and Product / Component Management

Provide a brief overview of the way in which the collected product is managed and how those outcomes relate to the pollution prevention hierarchy. Provide breakdowns by weight or percentage of product managed at each level. Please also refer to third party assurance FAQs (original version dated November 22, 2012), distributed to stewardship programs by the Ministry.

Recycling

Recycling end-of-life electronics diverts materials and substances of concern from landfills and prevents the shipment of these materials to locations where disposal will not be managed responsibly. Recycling also saves energy, as materials recovered can be used to create new useful products, ultimately reducing the energy demands associated with the extraction and processing of new raw material.

Recycling of electronics involves processing to recover raw materials such as metals, glass and plastics. The EPRA recycling program was developed to make sure the responsible recycling of end-of life electronics is conducted according to high, internationally recognized standards, regardless of commodity revenues.

EPRA environmental governance includes assurance that recycled materials are handled in a safe, secure and approved fashion and can be tracked accordingly. This is accomplished through a two-step approach. The Recycler Qualification office is employed upfront to only certify processors who meet the Electronic Recycling Standard. Secondly, the provincial programs, using only RQO certified processors, follow through with quarterly Mass Balancing procedures that capture actual volumes collected and processed by primary processors and the resulting volumes and destinations of output materials.

Recycler Qualification Office

The Recycler Qualification Office (RQO) was established by the industry-led end-of-life electronics stewardship programs to ensure that environmentally sound electronics reuse and recycling standards are established, met, maintained and continually improved upon.

The RQO manages all recycler assessments and approvals on behalf of the provincial stewardship programs, to ensure assessments are undertaken in a timely manner, and results are objective, thorough, and sufficiently detailed to provide confidence in the results of the assessment.

Recycler Qualification Program (RQP)

An eight-part publication that defines the Stewardship Programs' minimum requirements and approach to auditing and approving end-of-life electronics (EOLE) Recyclers to ensure that EOLE are handled in an environmentally sound and socially acceptable manner that protects the environment and safeguards worker health and safety by all processors within the material processing pathway.

Specifically, the RQO assesses processors for

- Legal and regulatory compliance
- Worker safety
- Material handling and destination safety and compliance

Within material handling, audit review procedures include identifying use of RQO approved downstream parties and destination of product.

Mass Balancing

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

Mass balancing reporting has the following objectives:

- Ensuring input volumes match output volumes within 3%
- Ensure output materials are sent to RQO approved downstream processors or sold as commodity grade materials
- Ensuring primary processor compliance with provincial inventory limits

The mass balancing reports require input volume, processed volume and output to be identified by each primary processor each quarter. The reporting also requires percentage of product by material type to be reported. While the information is self-reported, spot audits of a minimum of 1 primary processor per year, review backup documentation to validate the accuracy of the mass balance quarterly report data.

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

2014 EPRA BC Mass Balance Results

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

Categorical Outputs

Categorical output of material end fate	Average
Materials Requiring Further Processing*	90.37%
Energy from Waste	3.24%
Landfilled Materials	3.23%
Materials with Unknown Fate**	3.16%
Total	100.00%

* This category includes all materials shipped to approved downstream processors for further refinement prior to arriving at a point of final disposition or being sold as a commodity-grade material

** This category includes materials unaccounted for based on differences in input and output volumes related to packaging, snow/ice, etc.

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The following table is based on mass balance reporting which includes the volume of specific materials / components shipped to approved destinations by Primary Processors and the qualitative information on processing methods and end fate of these materials / components obtained during the RQP approval and monitoring processes of all downstream processors.

Material / Component	% of Material Stream	Process
Leaded Glass	33.53%	Tubes are manually and mechanically separated and either cleaned and processed into cullet for use in glass production, or smelted for reclaim of lead from the glass.
Plastic	18.10%	Plastics are manually and/or mechanically separated. Identifiable plastics are cleaned, sorted and pelletized for reuse; and unidentifiable plastics are landfilled, used as a fuel substitute in the process of metal smelting, or managed through an energy-from-waste recovery process.
Ferrous Metals	20.49%	Metals are manually and/or mechanically separated and smelted for reclaim.
Mixed Metals	5.72%	Metals are manually and/or mechanically separated and smelted for reclaim. (Includes Dusts)
Wood	1.58%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
Circuit Boards	7.04%	Boards are manually and/or mechanically separated and smelted for reclaim of precious metals, while the plastics are used as a fuel substitute in the smelting process.
Wires/Cables	1.51%	Manually and/or mechanically separated and smelted for metal recovery, while the plastics are either used as a fuel substitute in the smelting process, or mechanically separated and landfilled.
Copper	3.10%	Metals are manually and/or mechanically separated and smelted for reclaim.
Aluminum	1.01%	Metals are manually and/or mechanically separated and smelted for reclaim.
Copper Yokes	1.07%	Metals are manually and/or mechanically separated and smelted for reclaim.
Batteries	0.17%	Mechanically separated for recovery of metals.
Ink/Toner Cartridges	0.54%	Cartridges are cleaned and reconditioned for reuse or processed through an energy-from-waste recovery process.
Glass	0.67%	Non-leaded glass is manually separated for recovery and further use, or introduced into the smelting process as a silica flux substitute.
Mercury Lamps	0.01%	Lamps are mechanically processed and separated into glass, metal and phosphor powder material streams. Phosphor powder is further distilled for mercury recovery. Metal and glass are also reclaimed for further use.
Ethylene Glycol	0.02%	The glycol is manually drained from the light tubes and refined for further use.
Landfill	2.30%	Materials, other than those listed above, sent to landfill
Unknown Fate	3.16%	Materials delivered to the processors lost in the process of recovery

Primary Processors

As of December 31, 2014 the following were approved as EPRA BC primary processors:

eCycle Solutions

Chilliwack, BC
www.ecyclesolutions.com

Global Electric Electronic Processing (GEEP)

Edmonton, AB
www.geepglobal.com

FCM Recycling

Delta, BC
www.fcmrecycling.com

7. Product Sold and Collected and Recovery Rate

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

In 2014, our stewards reported the supply of 9,604,503 regulated electronic products into the province. During 2014, we collected a total of 22,721 metric tonnes of end-of-life electronics. The breakdown of the product recovered by regional district is summarized in the chart below.

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Due to the nature of our products as durable goods, and their associated long life cycle, a recovery rate calculation is not practical. Instead our Stewardship Plan was approved based on reporting on a suite of measures as outlined in sections 1 and 9.

Stewardship Agency Name		Electronics Products Recycling Association		
Program Name		Electronics		
Product Category		EOLE		
Report Period (Calendar or Fiscal)		January 1, 2014 to December 31, 2014		
Count	Name	Population Per 2014 Municipal and Regional District Population estimates	Recovery Rate or Capture Rate (numerical value, indicate unit of measure)	Per Capita Recovery or Capture Rate
1	Alberni-Clayoquot	30,876	153,089	4.96
2	Bulkley-Nechako	40,387	127,415	3.15
3	Capital	372,463	2,194,426	5.89
4	Cariboo	63,111	208,184	3.30
5	Central Coast	3,240	6,116	1.89
6	Central Kootenay	60,013	277,487	4.62
7	Central Okanagan	189,289	1,505,400	7.95
8	Columbia-Shuswap	51,789	296,006	5.72
9	Comox Valley	64,639	359,506	5.56
10	Cowichan Valley	82,407	402,653	4.89
11	East Kootenay	58,059	245,055	4.22
12	Fraser Valley	288,682	1,564,049	5.42
13	Fraser-Fort George	93,645	426,130	4.55
14	Greater/Metro Vancouver	2,474,123	11,065,075	4.47
15	Kitimat-Stikine	39,169	135,790	3.47
16	Kootenay Boundary	30,307	230,088	7.59
17	Mount Waddington	11,523	77,394	6.72
18	Nanaimo	152,518	858,874	5.63
19	North Okanagan	82,783	538,485	6.50
20	Northern Rockies	6,032	6,103	1.01
21	Okanagan-Similkameen	81,940	456,233	5.57
22	Peace River	66,321	260,566	3.93
23	Powell River	19,921	108,180	5.43
24	Skeena-Queen Charlotte	18,165	68,086	3.75
25	Squamish-Lillooet	41,496	254,495	6.13
26	Stikine Region	681		-
27	Strathcona	44,869	176,989	3.94
28	Sunshine Coast	29,584	185,829	6.28
29	Thompson-Nicola	133,270	533,402	4.00
30	Provincial Total	4,631,302	22,721,111	4.91

8. Summary of Deposits, Refunds, Revenues and Expenditures

For those programs that charge deposits only:

Include a summary of deposits received and refunds paid in British Columbia by the producers (by plan if agency manages more than one plan). Attach a copy of the current year's independently audited financial statements as an appendix.

N/A

For those programs that charge a visible ecofee only:

Include a summary of fees / rates charged by the agency and provide a summary of total revenues and expenses in British Columbia (by plan if agency manages more than one plan). Attach a copy of the current year's independently audited financial statements as an appendix.

The Program is funded by a visible Environmental Handling Fee (EHF) paid by the consumer at the time of purchase of obligated electronic items. The EHF is used to fund the collection, transportation and recycling of the material as well as administrative costs and consumer awareness efforts.

A listing of obligated products and the associated fees is available at the link below:

<https://www.return-it.ca/electronics/products/>

The information on revenues and expenses is in the attached financial statement as well as in the EPRA 2014 Annual Report at the link below:

<http://epra.ca/wp-content/uploads/ar/english/2014/> (Begins on page 18)

9. Plan Performance

Using the table below, provide a brief overview of the performance of the plan for the current year compared to the stated performance requirements and targets specified in the approved plan. If no specific targets have been set (e.g. new plans in first year of operation), specify baseline results, significant achievements and identify when targets will be set.

Plan Target	2014 Results	Strategies for Improvement
1. Total WEEE collected 18,000 metric tonnes	22,645 Metric tonnes 2012 – 2014 average	<i>Exceeded the 3 year average of 18,000 mt outline in our plan</i>
2. Total WEEE per capita 4.0 kgs/capita	4.91 kilos per capita	Exceeded the 4.0 kg/capita outlined in our plan
3. 90 % of the population covered by collection sites	98.1% coverage	Exceeded the 90% coverage outlined in our plan
4. 65 % of the population aware of the program	80% awareness	Exceeded the 65% awareness outlined in our plan
5. See chart in section 1 for additional performance factors		

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Attachments

- 2014 EPRA Financial Statements (beginning on page 18 of EPRA Annual report which is attached)
- Third Party Assurance Statement for Non-Financial Information
- Excel file of Collections Depots as of Dec 31, 2014
- Excel file containing a list of Collection Events in 2014



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INDEPENDENT REASONABLE ASSURANCE REPORT

To the Directors of Electronic Products Recycling Association

We have been engaged by the management of Electronic Products Recycling Association (the Company) to undertake a reasonable assurance engagement in respect of the following disclosures within the Company's Annual Report the Director (the Report) for the year ended December 31, 2014 (together the "Subject Matter"):

- Location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of BC Regulation 449/2004 (the Recycling Regulation);
- The description of how the product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- The total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate in accordance with Section 8(2)(e) of the Recycling Regulation; and,
- The performance for the year in relation to approved targets under Sections 8(2)(b), (d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

The objective of this report is to disclose how the Company's management has discharged its responsibility to report on the Subject Matter in accordance with Section 8(2)(b), (d), (e) and (g) of the Recycling Regulation.

RESPONSIBILITIES

The Subject Matter is the responsibility of the Company's management who have prepared the Subject Matter in accordance with the evaluation criteria which are an integral part of the Subject Matter. Our responsibility in relation to the Subject Matter is to perform a reasonable assurance engagement and to express a conclusion based on the work performed. Our opinion does not constitute a legal determination on the Company's compliance with the Recycling Regulation.



EVALUATION CRITERIA

The suitability of the evaluation criteria is the responsibility of management. The evaluation criteria presented in Appendix 1 are an integral part of the Subject Matter and address the relevance, completeness, reliability, neutrality and understandability of the Subject Matter.

SCOPE OF THE AUDIT

We carried out our reasonable assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000, *Assurance Engagements other than Audit or Reviews of Historical Financial Information* published by the International Auditing and Assurance Standards Board. This Standard requires, amongst others, that the assurance team possesses the specific knowledge, skills and professional competencies needed to understand the information included within the Subject Matter, and that they comply with the independence and other ethical requirements of the International Federation of Accountants Code of Ethics for Professional Accountants.

A reasonable assurance engagement includes examining, on a test basis, evidence supporting the amounts and disclosures within the Subject Matter. A reasonable assurance engagement also includes assessing the evaluation criteria used and significant estimates made by management, as well as evaluating the overall presentation of the Subject Matter. The main elements of our work were:

- Inquiries of relevant management of the Company's processes and related controls, to gain an understanding of the Company's data collection, monitoring and reporting processes in relation to the Subject Matter included in the Report;
- Performing walkthroughs to test the design, and where relevant the operating effectiveness, of internal controls relating to data collection and reporting of the Subject Matter;
- Comparison of the number of collection facilities disclosed to supporting collection contracts and collection records evidencing the existence of collection facilities;



- Comparison of sales and collection data included in the Report to internal records and recalculation of data, where appropriate;
- Gaining an understanding of the due diligence and mass balancing process applied to processors and their data, including attendance at an on-site due diligence inspection of a processor conducted as part of the Company's process for assessing how product was managed in accordance with the pollution prevention hierarchy;
- Confirmation through review of mass balance reporting and RQO approved downstream pathways that all Primary Processors reported volume shipped quarterly and that materials were shipped to approved downstream processors;
- Comparing the disclosed product management data and process description to the underlying reported data and sample source data;
- Reviewing the Report to determine whether it is consistent with our overall knowledge of, and experience with, the non-financial performance of the Company; and,
- Comparison of reported performance against targets to internal records and calculations of performance.

OPINION

In our opinion, the Subject Matter within Electronic Products Recycling Association's *Annual Report the Director* for the year ended December 31, 2014 presents fairly in accordance with the evaluation criteria, in all material respects:

- Location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation;
- The description of how the product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- The total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate in accordance with Section 8(2)(e) of the Recycling Regulation; and,



- The performance for the year in relation to approved targets under Sections 8(2)(b), (d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

Our report has been prepared solely for the purposes of management's stewardship under the Recycling Regulation and is not intended to be and should not be used for any other purpose. Our duties in relation to this report are owed solely to EPRA, and accordingly, we do not accept any responsibility for loss occasioned to any other party acting or refraining from acting based on this report.

KPMG LLP

Vancouver, Canada

June 29, 2015



Appendix 1 to the Independent Reasonable Assurance Report

Evaluation Criteria

COLLECTION FACILITIES

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
Number of collection facilities	Total Collection Sites – 174 depots	<i>1. Executive Summary Comparison of Key Performance Targets</i> on Page 5 <i>4. Collection System and Facilities</i> on Page 7
Changes to number of collection facilities	Increase in the number of depots in 2013 – 12 depots	<i>4. Collection System and Facilities</i> on Page 7

The following definitions were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation:

- i. Collection Facility: any facility that has a signed End-Of-Life Electronics Agreement for the collection of returned EOLE
- ii. Collection Event: any collection of EOLE that does not require signing of an End-Of-Life Electronics Agreement to become a permanent collection facility.
- iii. Return-to-Retail Facility: a retail facility that collects and ships EOLE directly to Primary Processors. These facilities do not require signed EOLE agreements.

The following evaluation criteria were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation:

1. The number of collection facilities is determined based on the number of facilities with signed End-Of-Life Electronics agreements in place with Encorp for collection of EOLE.
2. The number of collection facilities reported in the annual report is reconciled to the total number of collection facilities accepting EOLE (End-of-life electronics) on Encorp’s list of Authorized Depots as of December 31.



3. All collection facilities in Encorp's listing have signed End-Of-Life Electronics agreements in place with Encorp for collection of EOLE.
4. Changes in the number of collection facilities are determined based on notification of changes by individual facilities which are required to be made prior to the effective date of the change. These are recorded in new supplier/change forms which are reflected in updated collection facility listings each month.
5. One-off or intermittent collection events and return-to-retail facilities are excluded from the number of collection facilities.



PRODUCT MANAGEMENT

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
A description of how the recovered product was managed in accordance with the pollution prevention hierarchy (S.8(2)(d))	<ul style="list-style-type: none"> • Description of the Recycler Qualification Office and Recycler Qualification Program • Description of Mass Balancing • 2014 EPRA BC Mass Balance Results 	6. Pollution Prevention Hierarchy and Product / Component Management on pages 9 – 12

The following definitions were applied to the assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section S.8(2)(d):

- i. Total weight of material processed, by category, is determined based on scaled deliveries from consolidation sites which are reconciled to invoiced material receipts from primary processors
- ii. Processors are defined as operations or facilities that manually or mechanically sort or process recovered material prior to (combined or segregated) transfer to a facility where the materials are recovered to the point where the material can enter back into the supply chain as a commodity, is used for energy generation or is treated as waste.
- iii. Primary processors are defined as operations or facilities that receive program product and initiate the recycling process by dismantling the product and sorting the materials through manual and/or mechanical means into various streams for the purpose of reclaiming recyclable materials and other approved management of residuals by downstream processors. This does not include consolidation, cross-docking, or brokering of received material without processing.
- iv. Downstream processors: are defined as operations or facilities that receive material from a primary processor or other downstream processors for the purpose of additional processing, refining and/or approved disposition of the material.

- v. Sites of final recovery are sites that accept unprocessed or processed material and treat the material to the point where it can enter back into the supply chain as a commodity, is used for energy generation or is treated as waste.

The following evaluation criteria were applied to the assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section S.8(2)(d):

1. EPRA maintains quantitative monitoring of deliveries to primary processors and from primary processors to the next point in the recycling process (mass balancing). To the extent that there are further steps in the recycling process prior to a point of final disposition, qualitative data is collected and the processing pathways are subject to a periodic audit process.
2. Prior to approval, all processors are subject to an initial due diligence review that establishes the downstream processing pathways for each category.
3. Primary processors report the weights shipped and the next destination of material components (e.g. wires & cables, copper bearing material, copper yokes, circuit boards, etc.) on a quarterly basis.
4. EPRA reviews the primary processor reporting on a quarterly basis to ensure material components are processed in line with the processing pathways as determined by the approved RQO Downstream Flow documentation.
5. On an annual basis, EPRA performs a verification of one primary processor's quarterly mass balance report to ensure reported data is accurate.
6. Based on primary processor reporting and the qualitative information on processing pathways of material components obtained by the RQO due diligence process, on an annual basis EPRA consolidates primary processor data and reports processing by category on a weighted average basis between:
 - Materials requiring further processing
 - Energy from waste

- Landfilled materials
 - Materials with unknown fate
7. In order to maintain RQO approval, primary processors require on-site re-audit within two years of approval and all other organizations (downstream processors and sites of final disposition) require re-audit within three years of last approval. The ongoing surveillance in the form of re-audits at a minimum:
- Identifies whether the processor has maintained documentation identifying any changes in downstream processing pathways
 - Assesses whether any new facilities in the processing pathway are approved processors
 - Assesses whether procedures for approval of new processors have been implemented
 - Assesses shipping records supporting downstream processing pathways by material component.

In addition to the standard re-audit frequency, a re-audit may be initiated prior to a scheduled review as a result of:

- a request for a change to an approved process, such as the materials processed, processing methods undertaken, or any downstream recyclers used; or
- as a result of any significant issues identified outside of the audit process, such as through media reports, regulatory notices or other incident reports.

Organizations may also be subject to periodic interim surveillance reviews to monitor status or performance against the identified requirements.

8. Prior to approval, all points of final recovery are subject to an initial due diligence review that establishes the nature of the activities occurring and the site and confirms that there are no further processing steps involved in material recovery and that the sites have regulatory approval to undertake the declared types of recovery.



PRODUCT SOLD AND COLLECTED

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
Product collected	Total WEEE Collected – 22,271 Metric Tonnes	<i>1. Executive Summary Comparison of Key Performance Targets</i> on Page 5 <i>7. Product Sold and Collected and Recovery Rate</i> on Page 12
Product sold	“In 2014, our stewards reported the supply of 9,604,503 regulated electronic products into the province”	<i>7. Product Sold and Collected and Recovery Rate</i> on Page 12
Recovery rate	See the evaluation criterion for performance for the year in relation to targets in the approved stewardship plan below	

The following evaluation criteria were applied to the assessment of total amounts of the producer’s product sold and collected and, if applicable, the producer’s recovery rate has been calculated in accordance with Section 8(2)(e);

1. Product Sold: Product sold is determined based on self-reporting by each steward of units sold by category on a monthly/quarterly basis.
2. Product Sold: Self-reported data is subjected to spot “reviews” of the completeness and accuracy of information on a sample basis covering approximately 62 stewards (of the 1,713 total) per year.
3. Product Collected: The weight of product collected is based on the weight of material shipped to processors by consolidation facilities as reported to Encorp on the documents accompanying the load (Movement Authorization forms (MAs))
4. Product Collected: Product weights identified on processors’ invoices are reconciled against shipping weight from consolidation sites for the specific pallets shipped.
5. Product Collected: The number of pallets collected is reconciled against the number of pallets shipped to processors from consolidation sites.



6. Product Collected: Adjustments for in-transit material and inventory at consolidation sites that are not yet invoiced by processors are made for annual reporting purposes.

TARGETS

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed		
Disclosed information	Claim in the Report	Reference
Targets associated with Section 8(2)(b) per Approved Stewardship Plan: <ul style="list-style-type: none"> Maintain 90% accessibility (percentage of the population with access to a collection site) 	% of the population covered by collection sites – 98.1%%	<i>1. Executive Summary Comparison of Key Performance Targets</i> on page 5 <i>4. Collection System and Facilities</i> on page 7
Targets associated with Section 8(2)(d): <ul style="list-style-type: none"> Report on mass balancing 	<ul style="list-style-type: none"> Description of Mass Balancing 2014 EPRA BC Mass Balance Results 	<i>6. Pollution Prevention Hierarchy and Product / Component Management</i> on pages 10 – 12
Targets associated with Section 8(2)(d): <ul style="list-style-type: none"> Total weight of material recycled as a percentage of material collected. 	See criteria below	
Targets associated with Section 8(2)(e): <ul style="list-style-type: none"> Maintain a three year rolling average of a minimum of 18,000 metric tonnes of program material collected per annum commencing with the year 2011 Maintain WEEE per capita 4.0kgs/capita 	<ul style="list-style-type: none"> “22,645 metric tonne 2012-2014 average” 4.91 kilos per capita 	<i>9. Plan Performance</i> on page 15
Target associated with Section 8(2)(e): <ul style="list-style-type: none"> Recovery rate 	“Due to the nature of our products as durable goods, and their associated long life cycle, a recovery rate calculation is not practical. Instead our Stewardship Plan was approved based on reporting on a suite of measures as outlined in Section 1 and 9.”	<i>7. Product Sold and Collected and Recovery Rate</i> on page 13

In accordance with the Company’s approved stewardship plan, there are no targets associated with recovery rate. No evaluation criteria are required and an assurance opinion is not required.

The following evaluation criteria were applied to the description of performance for the year in relation to the specific targets associated with Section 8(2)(b), (d) and (e) of the Recycling Regulation in the approved stewardship plan:

1. Targets in the stewardship plan have been identified and reported on by management in the annual report; and
2. The description of progress against targets to date is supported by records of progress maintained by the Company.
3. Reporting on the “coverage” of the collection network is based on the percentage of BC residents living within 30min (urban areas) or 45min (rural areas) of a collection facility or Return-to-Retailer facility.
4. Mass balancing data is compiled from self-reported data from sites of final recovery. The compilation is subject to audit but the base data remain unaudited and may include estimates where sites of final recovery are unable to, or choose not to, report data.

The types of recovery in self-reported data are compared to the results from the due diligence review process for each site to determine whether the site is capable of, and approved for, the types of recovery identified.

5. Total weight of material recycled as a percentage of material collected was intended to demonstrate that the material collected is passed into the recycling chain rather than sent to waste. As such this is fully covered by the product management evaluation criteria above and no further evaluation criteria are necessary.
6. A three-year rolling average of program material is calculating using a simple average of total WEEE collected in 2012, 2013 and 2014.
7. WEEE per capita is calculated as total WEEE collected in 2014 divided by the 2014 population estimates for British Columbia.