

Electronic Products Recycling Association

Annual Report to the Director

[2013 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, etc.
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 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, internet, etc.</p> <p>EPRA participates in and co-sponsors in 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 November of 2013 showed that 72% of BC residents were aware of the end-of-life electronics program for recycling. A minor modification was made this year to the wording of the question asked to determine public awareness of the program. We believe this change better reflects awareness specific to the electronics program</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 162 permanent collection depots at the end of 2013 (see: http://www.return-it.ca/electronics/locations/). This depot network in conjunction with 4 collection events provided excellent service coverage to 98.2% of the population to the standards outlined in our stewardship plan.</p> <p>As a supplement to our permanent depots and collection events, we have a number of Return-to-Retail options available throughout the province.</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 of substances of concern into new product design. EPRA will report annually on DfE issues as provided through this research. The report for 2013 is available at the link below:</p> <p>http://www.epsc.ca/index.php?option=com_content&view=article&id=10&Itemid=23&lang=en</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 prevents the shipment of these materials offshore to developing countries. 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 2013, our stewards reported the supply of 8,939,944 regulated electronic products into the province. During 2013, we collected a total of 23,234 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 2013 EPRA Annual Report at http://eprassociation.ca/ar/en/2013/

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	23,234 Metric tonnes	[N/A]
2. Total WEEE collected per capita	5.0 kilos per capita	[N/A]
3. Per capita collected by RD	See chart in Section 7	[N/A]
4. Total Collection Sites	162 depots	[N/A]
5. Total Collection Events	4 Collection Events	[N/A]
6. % of the population covered by collection sites	98.2%	[N/A]
7. % of the population aware of the program	72%	[N/A]
8. Total program costs per tonne	\$1055/tonne	[N/A]
9. Operational costs per tonne	\$940/tonne	[N/A]
10. Administrative costs per tonne	\$115/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.

2013 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, over 160 permanent collection sites and 4 verified processors. In 2013, EPRA BC safely collected and responsibly recycled more than 23,000 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, internet, etc. Different types of media are used strategically to target specific audiences with a tailored message and the publishing and placement of each advertisement is carefully planned to ensure that the target audience is reading, listening or watching.

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

In 2013, we began 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

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better understand how to insure consumers knew where and how to recycle the wide range of obligated products in the province. In addition, 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/>

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.

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 2012, we actually doubled the number of depots from 70 to 142. We further increased this depot count in 2013 with the addition of 20 depots bringing the total to 162 at the end of 2013 (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 2013, EPRA BC conducted 4 drop off events across the province (see attached list for locations.)

These combined collection activities provide coverage to 98.2% of the Province.

In addition to our regular collection depot network, we expanded our Return-to-Retail program to include 76 locations of 2 major national electronics retailer across BC to further enhance consumer convenience.

The inclusion of some new Phase V material introduced 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

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

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

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

Reuse: Reusing unwanted electronic products is promoted through the communications and public awareness program as the first option where markets and opportunities for reuse in-province exist. EPRA BC in cooperation with RCBC sponsors the BC Material Exchange website where the public can 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.

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 offshore to developing countries. 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.

Where Do the Recovered Materials Go?

Material/Component	Process	Result	Process Location
Leaded Glass	Hand Dismantle /Crushed/Smelted	Metal Recovery	Canada / US / Mexico
Glass	Grind	Material Recovery	Canada / US
Plastic	Separate and pelletize	Plastic Recovery	Canada / China
Metal (non-ferrous)	Smelted	Metal Recovery	Canada/US
Metal (ferrous)	Smelted	Metal Recovery	Canada/US
Cables and Wires	Regrind/Smelted	Metal Recovery	Canada
High Grade Printed Wire Boards (Circuit Boards)	Smelted	Metal Recovery	Canada/Belgium/ Japan
Low Grade Printed Wire Boards (Circuit Boards)	Smelted	Metal Recovery	Canada/Belgium/ Japan
Mercury Bulb	Mechanically Separated/Distilled	Material Recovery	Canada/US
Batteries (non-rechargeable)	Mechanically Separated/Smelted	Metal Recovery	Canada/US
Batteries (rechargeable)	Smelted	Metal Recovery (Lithium, Nickel Cadmium, Nickel Metal Hydride)	Canada/US

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.

Efficiencies Built into the Handling of Products

Products are palletized at different collection sites. Higher palletized weights for the products are optimal as this drives cost savings through the logistics chain. While making sure load weights are optimal, safety is of first importance. The program makes sure that products are packaged for safe transport to recyclers. Proper packaging of the end-of-life electronics prevents breakage.

Below is a Material Handling Summary indicating the output of our recycling process including percentage of material by category.

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EPRA BC - MATERIAL HANDLING SUMMARY - 2013

Material / Component	% of Material Stream	Process
Leaded Glass	44.23%	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	16.02%	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.
Steel	12.16%	Metals are manually and/or mechanically separated and smelted for reclaim.
Mixed Metals	9.09%	Metals are manually and/or mechanically separated and smelted for reclaim.
Wood	4.05%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
Circuit Boards	3.44%	Boards are manually and/or mechanically separated and smelted for reclaim of precious metals, while the plastics are used as a fuel substitute in the smelting process.
Wires/Cables	2.83%	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	1.97%	Metals are manually and/or mechanically separated and smelted for reclaim.
Aluminum	1.72%	Metals are manually and/or mechanically separated and smelted for reclaim.
Copper Yokes	1.60%	Metals are manually and/or mechanically separated and smelted for reclaim.
Insulation, Leather, Cotton, and other Fibres	0.86%	Materials are manually separated and managed through an energy-from-waste recovery process or landfilled.
Batteries	0.49%	Mechanically separated for recovery of metals.
Ink/Toner Cartridges	0.49%	Cartridges are cleaned and reconditioned for reuse or processed through an energy-from-waste recovery process.
Non-Leaded Glass	0.37%	Non-leaded glass is manually separated for recovery and further use, or introduced into the smelting process as a silica flux substitute.
Mercury Lamps	0.25%	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	0.25%	The glycol is manually drained from the light tubes and refined for further use.

Type of Disposition	Average
Material Recovery	94.41%
Energy Recovery	4.55%
Other Disposition	0.86%

Recycling Standard

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

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.

All electronic products collected in the EPRA program are recycled by processors that meet the Electronics Recycling Standard (ERS) developed by the technical committee of EPSC. The standard is revised regularly (most recently in 2010) and incorporated into the Recycler Qualification Program (RQP) to ensure that it meets and reflects the unique needs of provincial stewardship programs and the electronics recycling industry. The RQP effectively prevents illegal export to developing countries and unnecessary landfilling of regulated electronic products. The standard goes beyond the provisions of ISO 14001 and addresses specific issues relating to the safe and responsible recycling of electronics. The RQP may be viewed on the RQO website at www.rqp.ca.

To be approved as an EPRA primary recycler, the RQP requires:

- Sound upstream practices – recyclers (primary and all downstreams) must handle the material they receive in an environmentally responsible manner.
- Disallowance of prison labour or shipping of end-of-life electronic scrap or products offshore to developing non-OECD (Organisation of Economic Co-operation and Development) countries.

To achieve this goal, the RQP establishes minimum standards that electronics recyclers must meet to be approved in the EPRA program, including:

- Enhanced requirements for environment, health and safety (EH&S);
- A prohibition on the use of prison labour;
- A prohibition on the shipping of end-of-life or scrap material to developing/non-OECD countries;
- Reinforcement of downstream accountability of materials.

As of December 31, 2013 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

Sims

Langley, BC
<http://www.simsrecycling.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.

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In 2013, our stewards reported the supply of 8,939,944 regulated electronic products into the province. During 2013, we collected a total of 23,234 metric tonnes of end-of-life electronics. The breakdown of the product recovered by regional district is summarized in the chart below.

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

Major Region	Region	2013		Per Capita (kg)	2012		Per Capita (kg)
		Weight (kg)	Population*		Weight (kg)	Population	
FRASER VALLEY	Fraser Valley	1,699,356	289,220	5.9	1,578,296	288,819	5.5
KOOTENAYS	Central Kootenay	246,337	58,855	4.2	184,399	60,896	3.0
KOOTENAYS	East Kootenay	219,129	57,136	3.8	193,103	60,457	3.2
KOOTENAYS	Kootenay Boundary	222,892	30,686	7.3	255,062	31,887	8.0
LOWER MAINLAND	Greater Vancouver	11,469,465	2,464,838	4.7	11,099,794	2,443,744	4.5
LOWER MAINLAND	Squamish - Lillooet	247,433	40,559	6.1	219,378	42,425	5.2
NORTH	Bulkley / Nechako	91,357	39,800	2.3	80,408	39,319	2.0
NORTH	Cariboo	175,658	63,019	2.8	137,789	65,759	2.1
NORTH	Central Coast	7,708	3,225	2.4	4,783	3,222	1.5
NORTH	Fraser - Fort George	396,004	94,853	4.2	302,983	97,449	3.1
NORTH	Kitimat - Stikine	126,288	38,575	3.3	102,758	40,300	2.5
NORTH	Peace River	236,470	63,891	3.7	202,148	66,167	3.1
NORTH	Skeena - Queen Charlotte	74,925	18,660	4.0	55,181	19,375	2.8
OKANAGAN	Central Okanagan	1,494,194	185,578	8.1	1,375,034	188,501	7.3
OKANAGAN	Columbia Shuswap	292,138	50,954	5.7	280,852	53,603	5.2
OKANAGAN	North Okanagan	542,815	81,870	6.6	502,571	83,319	6.0
OKANAGAN	Okanagan - Similkameen	435,679	81,211	5.4	376,530	82,908	4.5
OKANAGAN	Thompson - Nicola	535,450	131,864	4.1	489,787	132,457	3.7
Sunshine Coast	Powell River	108,860	20,602	5.3	96,820	20,550	4.7
Sunshine Coast	Sunshine Coast	191,878	29,172	6.6	185,339	30,589	6.1
VANCOUVER ISLAND	Alberni / Clayoquot	180,478	30,876	5.8	181,325	31,548	5.7
VANCOUVER ISLAND	Capital Regional District	2,253,032	372,887	6.0	2,140,907	376,422	5.7
VANCOUVER ISLAND	Comox-Strathcona	563,621	108,153	5.2	518,381	109,641	4.7
VANCOUVER ISLAND	Cowichan Valley	414,221	82,139	5.0	459,847	83,544	5.5
VANCOUVER ISLAND	Mount Waddington	71,027	11,607	6.1	55,543	11,776	4.7
VANCOUVER ISLAND	Nanaimo	926,007	150,039	6.2	883,832	151,508	5.8
NORTH	Northern Rockies	11,711	6,108	1.9	286	6,388	0.0
	Grand Total	23,234,133	4,606,375	5.0	21,963,136	4,622,573	4.8

* Per BC Municipal and Regional District Population Estimates 2013

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 2013 Annual Report at the link below:

<http://eprassociation.ca/ar/en/2013/>

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	2013 Results	Strategies for Improvement
1. Total WEEE collected 18,000 metric tonnes	23,234 Metric tonnes	<i>Exceeded the 3 year average of 18,000 mt outline in our plan</i>
2. Total WEEE per capita 4.0 kgs/capita	5.0 kilos per capita	Exceeded the 4.0 kg/capita outlined in our plan
3. 90 % of the population covered by collection sites	98.2% coverage	Exceeded the 90% coverage outlined in our plan

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Plan Target	2013 Results	Strategies for Improvement
4. 65 % of the population aware of the program	72% awareness	Exceeded the 65% awareness outlined in our plan
5. See chart in section 1 for additional performance factors		

Attachments

- 2013 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, 2013
- Excel file containing a list of Collection Events in 2013