



**The Product Care Association  
BC Fluorescent Light Recycling Program**

# **2011 Annual Report**

Prepared by:



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## 1. Program Outline

### 1.1 Product Care Association and Program Plan

The British Columbia LightRecycle program is operated by Product Care Association pursuant to a program plan dated February 3, 2010, approved by the BC Ministry of Environment under the Recycling Regulation. This is the 2011 annual report for the LightRecycle Program. 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.

### 1.2 Program Products

The LightRecycle program collects fluorescent lamps, including compact fluorescent lamps (CFLs) and fluorescent tubes of all shapes, lengths and diameters that are sold for residential use in British Columbia. While the term “fluorescent lamp” is used by the industry, the program (including promotional materials and this report) utilizes the term “fluorescent light”, as it is more readily recognized and understood by the public at large.

The LightRecycle program will be expanding in 2012 to include all lamps, ballasts and fixtures supplied into the residential, commercial and industrial sectors, according to the BC Recycling Regulation.

## 2. Educational Materials and Strategies

The following is a summary of promotional materials and strategies used during 2011 to raise consumer awareness of the LightRecycle program:

- **Program Website** – The LightRecycle website, [www.lightrecycle.ca](http://www.lightrecycle.ca), provides detailed information on the program including depot locations, accepted products and eco-fees. The LightRecycle website received approximately 48,000 “page views” between January 1 and December 31, 2011.
- **Point of Sale Materials** – Over 12,500 point of sale “postcards” and 850 posters (see Appendix B) were distributed to retailers, regional districts, municipalities, RCBC and other stakeholders during the year 2011. These materials are available for reorder by web-form or can be downloaded and printed directly from the program website.
- **Point of Return Materials** – LightRecycle postcards and posters were distributed to program collection sites throughout the year.
- **Website Linkages** – Product Care coordinates with other parties, including regional districts, BC Hydro and Fortis BC to provide links to the LightRecycle website. The LightRecycle website is part of Product Care’s main website.
- **RCBC Recycling Hotline** – The program participates in the Recycling Council of BC (RCBC) hotline service by which consumers can contact RCBC operators and obtain information on how to recycle various products. From January 1 to December 31, 2011, RCBC received 2,282 calls regarding recycling fluorescent lamps and tubes.
- **RCBC Recyclepedia** – The program is featured on RCBC’s Recyclepedia, an online recycling encyclopedia for British Columbians. From January 1 to December 31, there were 3,157 web searches for recycling fluorescent lights on RCBC’s website. The program’s collection sites are also included in the search engine <http://rcbc.bc.ca/recyclepedia.ca>.

- **Print Advertising** - In Fall 2011, the program was promoted through print advertising to increase awareness of collection sites. Full-colour, ¼ page ads were published in 15 newspapers/communities across the province in: Abbotsford, Chilliwack, Tri-Cities, Surrey, White Rock, Vancouver, Maple Ridge, Delta, Richmond, North and West Vancouver, New Westminster, Burnaby, Victoria, Comox Valley and Campbell River. LightRecycle was also advertised in a report prepared by Media Planet about B.C.'s Waste Management and Recycling that was featured in the Vancouver Sun on August 18, 2011 (see Appendix B). The report reached an estimated 461,000 Vancouver Sun readers through a print circulation of 179,000. The report was hosted for month on the Vancouver Sun's website, which receives approximately 1.4 million unique monthly visitors.
- **Web Advertising (Social Media)** – The program was also promoted through online Facebook advertising (see Appendix B). These advertisements ran from November, 2011 to February, 2012, receiving 3,527,994 impressions and 264 “click-throughs” to [www.lightrecycle.ca](http://www.lightrecycle.ca) between November and December, 2011.
- **Local Government Partnerships** – The program continued collaborating with local governments by advertising in municipal garbage/recycling calendars, adding website links and distributing point of sale materials.
- **Public Utilities** – In Spring 2011, BC Hydro included program information in its Energy Star CFL print advertisements published in various B.C. newspapers, along with a full-page ad in B.C. Business Magazine (circulation 26,000 copies per month). LightRecycle program information is featured on BC Hydro's website and mentioned occasionally on their social media accounts (Facebook and Twitter). See Appendix B for copies of the advertisements. Program information is also available on Fortis BC's website, along with a link to LightRecycle depot finder.

### 3. Collection System

The LightRecycle program operates drop-off locations across BC where residents can return their burnt out compact fluorescent lamps (CFLs) and fluorescent tubes. There is no charge for consumers to drop off their lights. At the end of the 2011 calendar year, this province-wide collection system comprised 197 collection sites consisting of 167 return-to-retail locations, 16 municipal facilities and 14 private recycling depots. This is an increase of 32 sites from the end of 2010. A complete list of collection sites active by December 31, 2011 is included in Appendix A.

Product Care does not directly own or manage any depots, but contracts with existing collection sites and retailers.

In addition to program's 197 collection sites, the program participated in five collection events in 2011 in the communities of Golden, Fort Nelson, Chilliwack, Clearwater and Langley.

**Table 1 - 2011 Collection Site Details**

Collection Site Type	# of Collection Sites	% of Sites
Retailers	167	85%
Municipal Facilities	16	8%
Private Recycling Depots	14	7%
<b>Total</b>	<b>197</b>	<b>100%</b>

## 4. Collection Rate

### 4.1 Units Collected

The LightRecycle program launched the collection of fluorescent lights on July 1, 2010. The number of units collected on a monthly basis has been increasing steadily since the inception of program operation.

Between January and December 2011, the program collected **399,075 fluorescent lights** consisting of 153,495 compact fluorescent lamps (CFLs), 218,223 fluorescent tubes between two and four feet in length and 27,357 eight foot fluorescent tubes.<sup>1</sup>

The program's per-capita collection rate in 2011 was 0.09 units/per person based on a population of 4,350,960 (Statistics Canada). This value is expected to climb significantly in 2012, with the expansion of the program to the commercial and industrial sectors.

### 4.2 Units Collected by Regional District

Table 2 illustrates the number of units by lamp type collected from each of the province's regional districts between January and December, 2011.

**Table 2 – Units Collected by Regional District, 2011<sup>1</sup>**

Regional District	CFL	2-4ft Tubes	8ft Tubes	Total Units
Alberni Clayoquot	598	1,914	213	2,725
Bulkley Nechako	256	555	15	826
Capital Regional District	11,104	14,761	1,232	27,098
Cariboo	427	2,025	304	2,757
Central Coast	-	-	-	-
Central Kootenay	940	943	183	2,066
Central Okanagan	10,250	11,820	1,385	23,454

<sup>1</sup> The number of units collected is estimated from the number of full boxes of lights shipped from collection points and an average number of units per box (calculated on a monthly basis from processor reports).

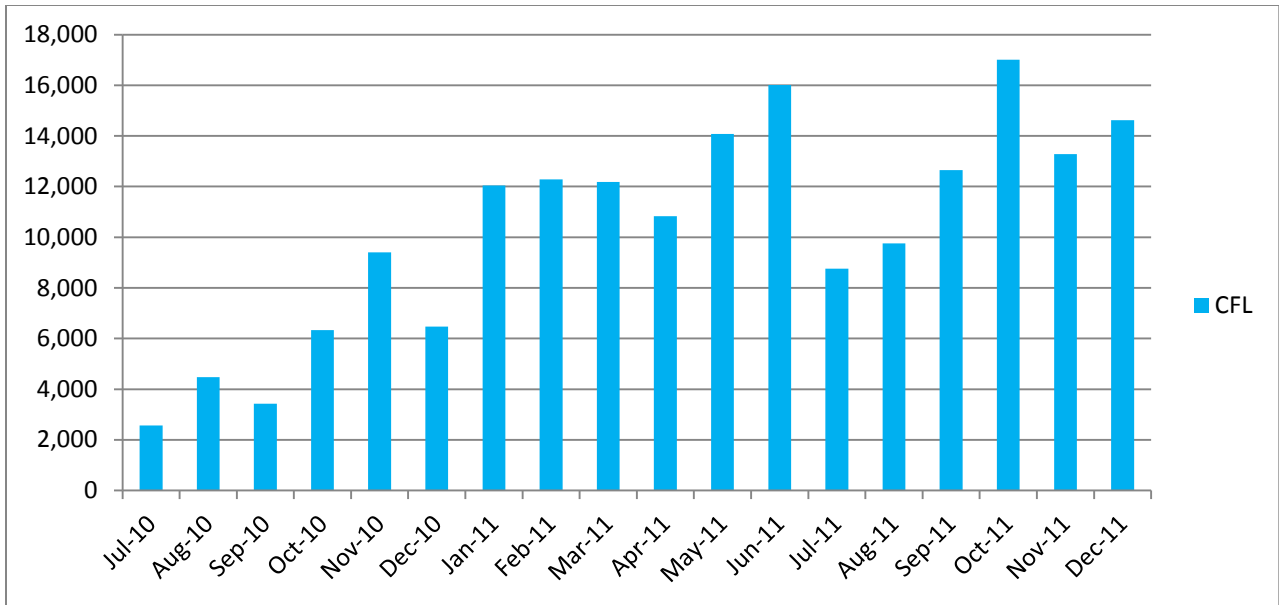
Columbia Shuswap	1,281	1,776	380	3,437
Comox Strathcona	5,808	3,912	517	10,238
Cowichan Valley	4,100	12,097	2,937	19,134
East Kootenay	1,110	2,830	411	4,351
Fraser Fort George	1,879	1,942	137	3,958
Fraser Valley	7,090	16,120	2,419	25,629
GVRD	83,880	103,299	11,107	198,286
Kitimat Stikine	513	1,942	533	2,987
Kootenay Boundary	427	2,331	152	2,910
Mt. Waddington	256	2,386	335	2,977
Nanaimo Regional District	9,481	18,756	2,495	30,733
North Okanagan	4,100	7,103	867	12,070
Northern Rockies <sup>2</sup>	-	-	-	-
Okanagan Similkameen	342	3,108	517	3,967
Peace River	769	1,110	335	2,213
Powell River Regional District	940	499	61	1,500
Skeena-Queen Charlotte	342	1,110	46	1,497
Squamish Lillooet	2,306	1,332	228	3,866
Sunshine Coast	683	1,554	198	2,435
Thompson Nicola	4,613	2,997	350	7,959
<b>TOTAL</b>	<b>153,495</b>	<b>218,223</b>	<b>27,357</b>	<b>399,075</b>

<sup>1</sup>Based on average units per box, CFLs: 85, 4 foot: 28, 8 foot: 15

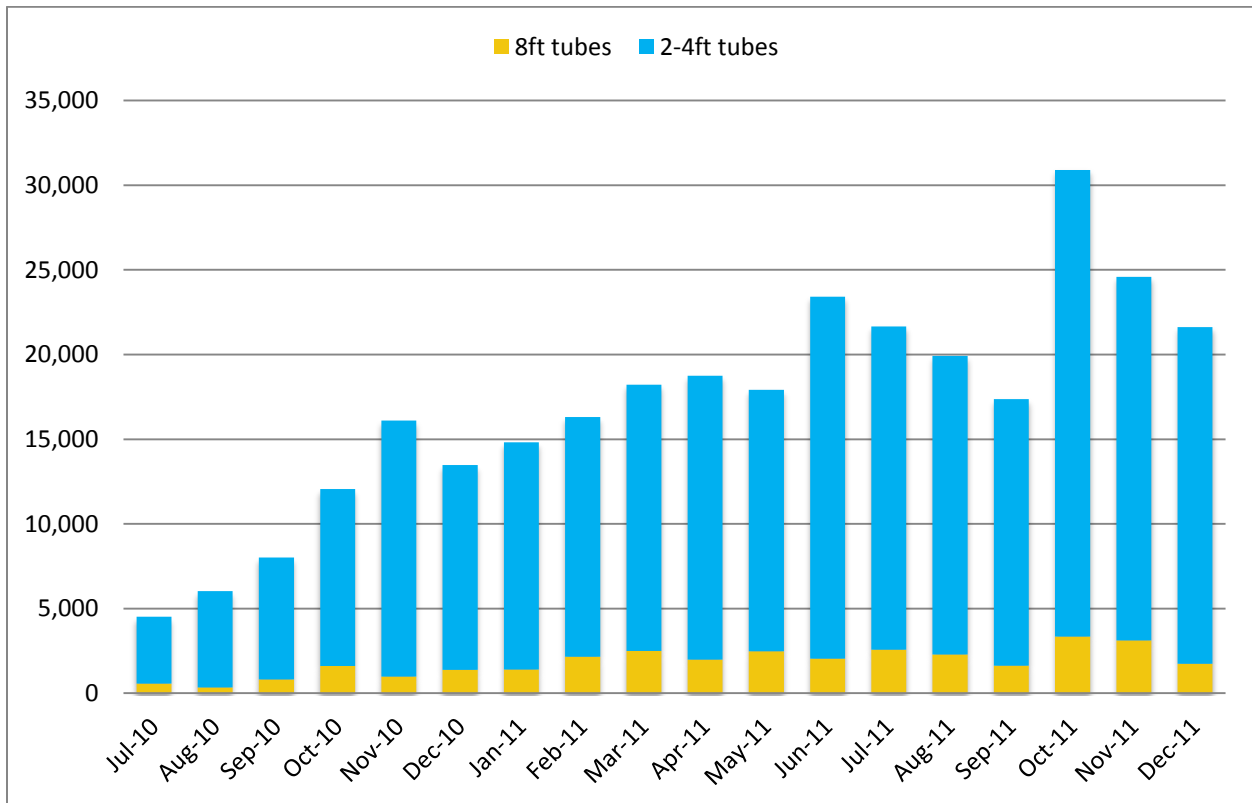
<sup>2</sup>Depots added in 2011

Figures 1 and 2 illustrate the monthly collection volume since the start of the program in July, 2010.

**Figure 1– CFL Units Collected 2010-2011**



**Figure 2– Fluorescent Tube Units Collected 2010-2011**



**4.3 Weight Collected**

The estimated weight (kg) of fluorescent lights collected by the program between January and December 2011 is illustrated in Table 3.

**Table 3 – Weights Collected, January-December 2011**

Unit Type	Units Collected	Average Weight <sup>1</sup>	Weight Collected
Compact Fluorescent Lamps (CFLs)	153,495	100 g	15,349.5 kg
2-4 Foot Tubes	218,223	272 g	59,356.6 kg
8 Foot Tubes	27,357	375 g	10,258.9 kg
<b>TOTAL</b>	<b>399,075</b>		<b>84,965 kg</b>

<sup>1</sup>Estimated average weight provided by Electro Federation of Canada, assuming 100% T12 fluorescent tubes and 99% 4 ft/1% 2 ft return split. Sales of T12 tubes are declining and being replaced with smaller diameter tubes, but the majority of returns are still T12.

#### 4.4 Product Sales

Table 4 illustrates the number of residential use units sold in BC between January and December, 2011, based on the aggregated unit sales reported to Product Care by program members.

**Table 4 - Product Sales, January-December 2011**

Unit Type	Units Sold
Compact Fluorescent Lamps (CFLs)	3,563,914
Fluorescent Tubes < or = 2 feet	118,012
Fluorescent Tubes > 2 feet and < or = 4 feet	571,633
Fluorescent Tubes > 4 feet	55,556
TOTAL Fluorescent Tubes	745,201
<b>TOTAL</b>	<b>4,309,115</b>

#### 4.5 Capture Rate

The program's approved stewardship plan proposes capture rate targets to measure program performance. A capture rate compares the units collected by the program with the number of units estimated to be "available for collection" during a given period of time, expressed as a percentage. The stewardship plan's capture rate targets increase from 10-12% in 2010 to 40-75% in 2015.

Table 5 compares the program's actual capture rate with the targets outlined in the stewardship plan. The units "available for collection" are taken from the 2010 stewardship plan, and are estimates based on historical sales and average lifespan of the applicable products.

As Table 5 illustrates, in 2011 the program achieved a capture rate of 31.8% of CFLs compared to the capture rate target of 16-25%. The program also achieved a capture rate of fluorescent tubes of 65.8% in 2011, significantly exceeding the 16-25% target for that category.

**Table 5 – Capture Rate 2010 - 2011 Comparison**

	2010 -6 months (July- Dec)	2011- 12 months (Jan-Dec)
<b>Capture Rate target, CFLs and tubes<sup>1</sup></b>	<b>10-12%</b>	<b>16-25%</b>
CFL Actual Capture Rate <sup>3</sup>	<b>10.3%</b>	<b>31.8%</b>
CFL Units Collected <sup>2</sup>	<b>32,666</b>	<b>153,495</b>
CFL Available to Collect	318,650	483,000
Tube actual Capture Rate <sup>3</sup>	<b>20.6%</b>	<b>65.8%</b>
Tube units Collected <sup>2</sup>	<b>60,225</b>	<b>245,580</b>
Tubes Available to Collect	292,625	373,500

<sup>1</sup>From the 2010 Stewardship Plan, for all residential use fluorescent lamp types

<sup>2</sup>From Table 2: fluorescent tubes 4ft -8ft combined

<sup>3</sup>Total units collected divided by total units available for collection

## 5. Life Cycle Management

The lifespan of fluorescent lights has increased substantially in the last decade, reducing the environmental impact associated with these products. Energy Star™ rated lights can now last up to 12 years, an increase from an average of 3 years in 2003<sup>2</sup>. Smaller diameter fluorescent tubes are now available on the marketplace, which can provide the same or more light with about 50% less material resources by weight<sup>3</sup>. The amount of mercury contained within fluorescent lights has also been decreasing. Manufacturers who are members of Electro-Federation reported a decrease the amount of mercury in fluorescent lights by 81.6% in 2006, as measured from a 1990 baseline<sup>4</sup>.

### 5.1 Pollution Prevention Hierarchy

The program endeavours to manage collected materials as high on the pollution prevention hierarchy as possible. As the program is designed for fluorescent lights that now longer work and cannot be reused, the collected lights are shipped to a processor where they are broken down into their component parts and recycled.

The mercury is recovered and reused in lighting products. The metal and glass is recycled and the phosphor powder is sold for reuse in paint products. Table 6 illustrates the quantity of materials recovered/recycled by the program, as reported by the program's processor for the period January-December, 2011.

**Table 6 – Material Use and Quantities, January-December 2011**

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<sup>2</sup> Stewardship Ontario (2009). *Draft Consolidated Preliminary Municipal Hazardous and Special Waste Program Plan Volumes I and II*.

<sup>3</sup> European Lamp Companies Federation. *Climate, Environment and Health*. Please refer to <http://www.elcfd.org>

<sup>4</sup> Personal Communication with Wayne Edwards, Electrical Equipment Manufacturers Association of Canada.

Material	Material Use	Quantity Recovered/Recycled
Glass	Recycled	83,548kg
Metal	Recycled	973kg
Mercury	Reused in lighting products	9 kg
Phosphor Powder	Reused in paint products	1267 kg

## 6. Fee Information

The LightRecycle program is funded by membership fees, referred to as “eco-fees”, remitted to Product Care by its members based on the volume of residential-use fluorescent lights supplied in British Columbia. The eco-fee rates are set by Product Care. In some cases, retailers recover the fees from consumers as a separate visible eco-fee. Program revenues are applied to cover the costs of the operation of the program, including education, collection system, administration, transport, recycling and disposal of collected products, as well as to establish a reserve fund. Table 7 illustrates the eco-fee rates for program products effective October 1, 2011. Due to the expansion of the program scope in 2012, additional fee categories and fee adjustments will be implemented on October 1, 2012.

**Table 7 – Eco Fee Rates, October 1, 2011**

Unit Type	Eco Fee
Compact Fluorescent Lamps (CFLs)	\$0.15
Fluorescent Tubes < or = 2 feet	\$0.20
Fluorescent Tubes > 2 feet and < or = 4 feet	\$0.40
Fluorescent Tubes > 4 feet	\$0.55

## Appendix A – Collection Sites

### 2011 Collection Site Locations:

Collection Site	City	Regional District
Canadian Tire #488 Port Alberni	Port Alberni	Alberni Clayoquot
Tofino Co-op Hardware	Tofino	Alberni Clayoquot
Westcoast Hardware	Port Alberni	Alberni Clayoquot
Burns Lake Home Hardware	Burns Lake	Bulkley Nechako
Houston Recycling	Houston	Bulkley Nechako
MacLeods True Value Hardware	Fort St. James	Bulkley Nechako
Smithers Lumber Yard Ltd	Smithers	Bulkley Nechako
Burnside Home Hardware	Victoria	Capital Regional District
Canadian Tire #368 Victoria	Victoria	Capital Regional District
Galiano Trading Co.	Galiano	Capital Regional District
Hartland Landfill Recycling Depot	Victoria	Capital Regional District
Home Depot Saanich #7055	Saanich	Capital Regional District
Home Depot Victoria #7074	Victoria	Capital Regional District
London Drugs #14	Victoria	Capital Regional District
London Drugs #29	Victoria	Capital Regional District
London Drugs #46	Victoria	Capital Regional District
London Drugs #54	Victoria	Capital Regional District
Mouatt's Home Hardware	Salt Spring Island	Capital Regional District
Oak Bay Home Hardware	Victoria	Capital Regional District
Pender Island Home Building Centre	Pender Island	Capital Regional District
Salt Spring Island Recycling Depot	Salt Spring Island	Capital Regional District
Sooke Home Hardware	Sooke	Capital Regional District
Canadian Tire #438 Williams Lake	Williams Lake	Cariboo
Canadian Tire #487 Quesnel	Quesnel	Cariboo
Century Hardware Ltd.	100 Mile House	Cariboo
Home Hardware Williams Lake	Williams Lake	Cariboo
Lone Butte Supply Ltd.	100 Mile House	Cariboo
Hipperson Home Hardware	Nelson	Central Kootenay
Home Hardware Creston	Creston	Central Kootenay
Kaslo Building Supplies	Kaslo	Central Kootenay
Mountain High Lighting	Castlegar	Central Kootenay
Nelson Home Hardware Building Centre	Nelson	Central Kootenay
Home Depot Kelowna #7032	Kelowna	Central Okanagan
Home Depot Westbank #7252	Westbank	Central Okanagan

Lake Country Building Centre	Lake Country	Central Okanagan
London Drugs #12	Kelowna	Central Okanagan
London Drugs #76	Westbank	Central Okanagan
Summerland TimberMart	Summerland	Central Okanagan
The Battery Doctors	Kelowna	Central Okanagan
Westbank Home Hardware	Westbank	Central Okanagan
Home Hardware Revelstoke	Revelstoke	Columbia Shuswap
Salmon Arm Home Building Centre	Salmon Arm	Columbia Shuswap
Scotch Creek Home Building Centre	Scotch Creek	Columbia Shuswap
Sorrento Building Centre	Sorrento	Columbia Shuswap
True Value Hardware	Sicamous	Columbia Shuswap
Bings Creek Solid Waste (CVRD)	Duncan	Comox Strathcona
Canadian Tire #437 Campbell River	Campbell River	Comox Strathcona
Central Builders' Supply Courtenay	Courtenay	Comox Strathcona
Duncan Home Hardware Bldg Centre	Duncan	Comox Strathcona
Home Depot Campbell River #7221	Campbell River	Comox Strathcona
Home Depot Courtenay #7177	Courtenay	Comox Strathcona
Home Depot Duncan #7272	Duncan	Comox Strathcona
Lake Cowichan Home Hardware	Lake Cowichan	Comox Strathcona
London Drugs #67	Courtenay	Comox Strathcona
London Drugs #73	Campbell River	Comox Strathcona
London Drugs #77	Duncan	Comox Strathcona
Meade Creek Recycling (CVRD)	Lake Cowichan	Comox Strathcona
Peerless Road Recycling (CVRD)	Ladysmith	Comox Strathcona
Village of Gold River	Gold River	Comox Strathcona
Fernie Home Building Center	Fernie	East Kootenay
Home Depot Cranbrook #7255	Cranbrook	East Kootenay
Home Hardware Cranbrook	Cranbrook	East Kootenay
BBK Bottle Depot	Prince George	Fraser Fort George
Central Builders' Supply Prince George	Prince George	Fraser Fort George
Home Depot Prince George #7171	Prince George	Fraser Fort George
London Drugs #51	Prince George	Fraser Fort George
Abbotsford Community Services Recycling	Abbotsford	Fraser Valley
Canadian Tire #433 Chilliwack	Chilliwack	Fraser Valley
Canadian Tire #434 Abbotsford	Abbotsford	Fraser Valley
Home Depot Abbotsford #7141	Abbotsford	Fraser Valley
Home Depot Chilliwack #7273	Chilliwack	Fraser Valley
London Drugs #16 - Abbotsford	Abbotsford	Fraser Valley

London Drugs #41	Chilliwack	Fraser Valley
London Drugs #55	Mission	Fraser Valley
Mission Recycling Depot	Mission	Fraser Valley
Wilway Lumber	Abbotsford	Fraser Valley
City of Terrace Landfill	Terrace	Kitimat Stikine
City of Terrace Public Works	Terrace	Kitimat Stikine
KUTE Recycling Depot	Kitimat	Kitimat Stikine
Grand Forks Home Hardware	Grand Forks	Kootenay Boundary
Maglio Bldg Centre Trail	Trail	Kootenay Boundary
Rossland Pro Hardware	Rossland	Kootenay Boundary
Blight's Home Hardware	Vancouver	Metro Vancouver
Canadian Tire #389 Vancouver Cambie	Vancouver	Metro Vancouver
Canadian Tire #443 Surrey (Newton)	Surrey	Metro Vancouver
Canadian Tire #601 North Vancouver	North Vancouver	Metro Vancouver
Canadian Tire #603 Burnaby	Burnaby	Metro Vancouver
Canadian Tire #604 Vancouver	Vancouver	Metro Vancouver
Canadian Tire #608 Coquitlam	Coquitlam	Metro Vancouver
Canadian Tire #609 Port Coquitlam	Port Coquitlam	Metro Vancouver
Canadian Tire #610 Richmond	Richmond	Metro Vancouver
Canadian Tire #687 Surrey	Surrey	Metro Vancouver
Haney Builders Supply	Maple Ridge	Metro Vancouver
Hewer Home Hardware	Vancouver	Metro Vancouver
Home Depot Burnaby #7047	Burnaby	Metro Vancouver
Home Depot Coquitlam #7045	Coquitlam	Metro Vancouver
Home Depot Langley #7041	Langley	Metro Vancouver
Home Depot Park Royal #7035	West Vancouver	Metro Vancouver
Home Depot Port Coquitlam #7145	Port Coquitlam	Metro Vancouver
Home Depot Richmond #7043	Richmond	Metro Vancouver
Home Depot South Surrey #7044	Surrey	Metro Vancouver
Home Depot Surrey North #7046	Surrey	Metro Vancouver
Home Depot Surrey(Whiterock) #7122	Surrey	Metro Vancouver
Home Depot Vancouver #7042	Vancouver	Metro Vancouver
Home Depot Vancouver Cambie #7259	Vancouver	Metro Vancouver
Home Hardware Richmond	Richmond	Metro Vancouver
Kerrisdale Lumber Co Ltd	Vancouver	Metro Vancouver
London Drugs - Maple Ridge	Maple Ridge	Metro Vancouver
London Drugs #10	Vancouver	Metro Vancouver
London Drugs #11	Richmond	Metro Vancouver

London Drugs #15	Coquitlam	Metro Vancouver
London Drugs #17	Delta	Metro Vancouver
London Drugs #18	Langley	Metro Vancouver
London Drugs #19	Vancouver	Metro Vancouver
London Drugs #2	Vancouver	Metro Vancouver
London Drugs #25	Burnaby	Metro Vancouver
London Drugs #28	Vancouver	Metro Vancouver
London Drugs #3	New Westminster	Metro Vancouver
London Drugs #37	Delta	Metro Vancouver
London Drugs #4	Vancouver	Metro Vancouver
London Drugs #42	South Surrey	Metro Vancouver
London Drugs #44	West Vancouver	Metro Vancouver
London Drugs #5	North Vancouver	Metro Vancouver
London Drugs #50	Vancouver	Metro Vancouver
London Drugs #52	Richmond	Metro Vancouver
London Drugs #53	Vancouver	Metro Vancouver
London Drugs #56	Burnaby	Metro Vancouver
London Drugs #6	Burnaby	Metro Vancouver
London Drugs #7	Vancouver	Metro Vancouver
London Drugs #71	Burnaby	Metro Vancouver
London Drugs #74	Vancouver	Metro Vancouver
London Drugs #75	Surrey	Metro Vancouver
London Drugs #78	Vancouver	Metro Vancouver
London Drugs #8	Surrey	Metro Vancouver
London Drugs # 81	Surrey	Metro Vancouver
London Drugs #9	Surrey	Metro Vancouver
Maple Ridge Lighting	Maple Ridge	Metro Vancouver
Pearson's Home Hardware	North Vancouver	Metro Vancouver
Richmond Recycling Depot	Richmond	Metro Vancouver
Ridge Meadows Recycling Society	Maple Ridge	Metro Vancouver
Shell Busey's House Smart	Surrey	Metro Vancouver
Simpson Home Hardware	West Vancouver	Metro Vancouver
Southridge Building Supplies Ltd	Surrey	Metro Vancouver
The City of New Westminster Recycle Depot	New Westminster	Metro Vancouver
Tsawwassen Home Building Centre	Delta	Metro Vancouver
7 Mile Landfill and Recycling Center	Port McNeil	Mt. Waddington
Dunlop's Home Hardware Building Centre	Port Hardy	Mt. Waddington
Albertson's Home Center	Parksville	Nanaimo Regional District

Applecross Home Hardware	Nanaimo	Nanaimo Regional District
Canadian Tire #362 Nanaimo	Nanaimo	Nanaimo Regional District
Dolly's Home Hardware	Qualicum Beach	Nanaimo Regional District
Home Depot Nanaimo #7040	Nanaimo	Nanaimo Regional District
London Drugs #36	Nanaimo	Nanaimo Regional District
London Drugs #72	Nanaimo	Nanaimo Regional District
Nanaimo Recycling Exchange Society	Nanaimo	Nanaimo Regional District
Parksville Central Bldg Supply	Parksville	Nanaimo Regional District
Parksville Home Hardware	Parksville	Nanaimo Regional District
Home Building Centre Vernon	Vernon	North Okanagan
Home Depot Vernon #7084	Vernon	North Okanagan
London Drugs #39	Vernon	North Okanagan
Shepherds Home Hardware	Armstrong	North Okanagan
Sun Dial Lighting	Vernon	North Okanagan
Venture Training Vernon	Vernon	North Okanagan
Wide Sky Disposal	Fort Nelson	Northern Rockies
Campbell Mountain Lanfill	Penticton	Okanagan Similkameen
Canadian Tire #351 Penticton	Penticton	Okanagan Similkameen
Home Hardware Penticton	Penticton	Okanagan Similkameen
Home Hardware Princeton	Princeton	Okanagan Similkameen
Keremeos Sanitary Landfill	Keremeos	Okanagan Similkameen
London Drugs #70	Penticton	Okanagan Similkameen
Okanagan Falls Landfill	Okanagan Falls	Okanagan Similkameen
Oliver Sanitary Landfill	Oliver	Okanagan Similkameen
Chetwynd Home Hardware	Chetwynd	Peace River
Eco-Depot Recycling Centre	Fort St John	Peace River
R Home Supply Centre	Dawson Creek	Peace River
Canadian Tire #480 Powell River	Powell River	Powell River Regional District
Island Solid Waste Landfill -Port Clements	Port Clements	Skeena-Queen Charlotte
Skeena Queen Charlotte Regional Recycling	Prince Rupert	Skeena-Queen Charlotte
Home Depot Squamish #7053	Squamish	Squamish Lillooet
London Drugs #80	Squamish	Squamish Lillooet
Pemberton Valley Hardware	Pemberton	Squamish Lillooet
Squamish Home Hardware	Squamish	Squamish Lillooet
Whistler Home Hardware	Whistler	Squamish Lillooet
Canadian Tire #636 Sechelt	Sechelt	Sunshine Coast
Gibsons Building Supplies	Gibsons	Sunshine Coast
Gibsons Recycling Depot	Gibsons	Sunshine Coast

London Drugs #61	Gibsons	Sunshine Coast
Trail Bay Hardware	Sechelt	Sunshine Coast
Canadian Tire #355 Kamloops	Kamloops	Thompson Nicola
Chase Hardware Building Centre	Chase	Thompson Nicola
Home Depot Kamloops #7144	Kamloops	Thompson Nicola
Home Hardware Merritt	Merritt	Thompson Nicola
London Drugs #35	Kamloops	Thompson Nicola
Light Your World	Kamloops	Thompson Nicola
Osoyoos Home Hardware	Osoyoos	Thompson Nicola
The Lampost	Kamloops	Thompson Nicola
Wells Gray Home Hardware	Clearwater	Thompson Nicola

## Appendix B – Public Education Materials

### Program Postcard:



**Burnt Out?**  
Recycle your  
fluorescents

 **LightRecycle** To find the LightRecycle drop-off location nearest you visit [www.lightrecycle.ca](http://www.lightrecycle.ca) or call **1-800-667-4321**

 **Do it right! Drop off your used fluorescent lights and tubes for safe recycling.**

**Responsible:** Keep your used fluorescent lights and tubes out of the landfill. Bring them to a LightRecycle drop-off location for safe recycling, free of charge. Do not put fluorescents in the garbage or the blue box/bag. *Residential-use fluorescent lights only.* No LED, halogen, incandescent or commercial-use lights accepted.

**Safe:** Handle fluorescent lights carefully. Do not break or puncture. Wrap lights in paper or place them in original packaging before taking them to a LightRecycle drop-off location. For information on safe handling and clean up, visit Health Canada's website at [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca) or call BC's Recycling Hotline at **1-800-667-4321**.

**Easy:** Visit [www.lightrecycle.ca](http://www.lightrecycle.ca) or call **1-800-667-4321** to find the LightRecycle drop-off location nearest you.

LightRecycle - The BC Fluorescent Light Recycling Program, brought to you by Product Care 

Program Poster:

# Burnt Out?



Recycle your  
fluorescents



Do it right! Drop off your used fluorescent lights and tubes to a LightRecycle location for safe recycling.

Visit [www.lightrecycle.ca](http://www.lightrecycle.ca) or call **1-800-667-4321** to find the LightRecycle drop-off location nearest you.



*LightRecycle locations accept residential-use fluorescent lights only. No LED, halogen, incandescent or commercial-use lights accepted.*

LightRecycle - The BC Fluorescent Light Recycling Program, brought to you by Product Care



Advertisement in Vancouver Sun, Media Planet report:

Encorp Pacific is one of North America's leading product stewardship corporations

With over 180 depots and mobile collection across BC, the Return-It™ system is a British Columbia success story. Thanks to BC residents, 40% of the beverage containers sold in the province are recovered and recycled into something new. That's over one billion containers kept out of our landfills.

Encorp Pacific (Canada) runs the Return-It system. As one of BC's largest product stewardship corporations, Encorp's mandate is to design and manage consumer-friendly and cost-effective systems to recover end-of-life consumer products and packaging for recycling.

Encorp maintains and estimates greenhouse gas emissions associated with its recycling activities. This helps reduce their carbon footprint and maximize their net benefit to the planet.

**The numbers speak louder than words**

In 2010, more than one billion containers were recycled. That's approximately 365 million aluminum cans, 315 million plastic bottles, 215 million glass bottles, 92 million drink boxes and cartons, and 10 million other containers of varying types.

"One billion containers weigh around 97,000 metric tonnes. That's about the size of an aircraft carrier," said Encorp's President

and CEO, Neil Harrie. "Imagine if our landfills had to accommodate that in addition to everything else that's thrown out."

**It all started with soft drinks**

First established in 1994, Encorp created a network of province-wide recycling depots to ensure soft drink containers were recycled. The system expanded in 1998 when the provincial government expanded the recycling regulations to include water, juice and alcohol containers. Today, consumers pay a deposit on all ready-to-drink beverage containers sold in BC, except for milk. Encorp's Return-It Depot system collects containers from consumers and returns them for recycling on behalf of more than 1,400 beverage brand owners.

"When Encorp first started, we were recycling about 300 million containers. Over the past 16 years, that number has just kept growing and growing," says Harrie.

**HiB and electronics too**

As product stewardship has expanded over the years, so has Encorp. They also manage the recycling of milk containers on behalf of the Dairy Council of BC and electronics for the Electronic Stewardship Association of BC (ESABO). "In less than four years, over 53 million kilograms of electronics have

been diverted from landfills and recycled responsibly in BC. It's one of the highest rates of e-waste diversion in North America," says Tyler Garrow, Encorp's Logistics Manager.

**Transparency is a priority**

The details of Encorp's financial system are available to the public, including audited financial statements.

Revenues include the sale of collected materials to recyclers, unreturned container deposits and, if required, a Container Recycling fee (CRF).

Expenses include deposit refunds, handling fees to depots, transportation and processing of collected containers, consumer awareness and administration.

**No government funding**

Encorp is 100% industry operated and receives no government funding. They combine private sector efficiencies with a high degree of public sector transparency to manage collection and recycling programs. You can view Encorp's 2010 annual report at [encorp.ca/2010](http://encorp.ca/2010)

**Taking responsibility creates a world-class recycling system**  
BC's product stewardship model is one of



North America's best. The model shifts responsibility for managing end-of-life products and packaging from local governments and taxpayers to producers and consumers. The Recycling Regulation, under authority of the Environmental Management Act, sets out the requirements for product stewardship in BC. Returning your products through the collection systems established by any of BC's stewards guarantees they will be recycled safely and responsibly.



[return-it.ca](http://return-it.ca)

**throwing out your plastic?**

Let Us Pick it UP 4 FREE!

Are you constantly emptying your garbage can due to overflowing plastic? Start recycling with Westcoast Plastic Recycling and watch those pesky dumping fees fade away! We offer a free plastic pickup service in the Metro Vancouver and FVRD areas while providing you with a FREE container for storage. Keep plastic out of the local landfills, and ensure a brighter future for generations to come! Reduce your carbon footprint with Westcoast Plastic Recycling. For more information call us or visit our website.

SHRINK WRAP • BULK BAGS • PAILS • POTS & TRAYS • POLYCARB  
PLASTIC PACKAGING • PLASTIC CONTAINERS • MILK JUGS

604.247.1664  
[www.westcoastplasticrecycling.com](http://www.westcoastplasticrecycling.com)

www.recovered.RECYCLED.

**Make a positive impact. Recycle your batteries.**

Call2Recycle® is a free program that provides British Columbians with an easy, eco-friendly way to dispose of their used batteries and cell phones. It's easy, just visit [call2recycle.ca/hc](http://call2recycle.ca/hc) or call 1-888-224-9764 to find a convenient drop-off location near you.

**call2recycle**

Repackaging the planet. Recycling your batteries.™

**Burnt Out?**

Recycle your fluorescents

**LightRecycle** To find the LightRecycle drop-off location nearest you visit [www.lightrecycle.ca](http://www.lightrecycle.ca) or call 1-800-667-4321

**Got Leftovers? Drop off at no charge!**  
Find your nearest depot at [www.productcare.org](http://www.productcare.org) or call 1-800-667-4321

Paint

Removable Liquids

Pesticides

Gasoline

Product Care's programs help protect the environment by diverting leftover products from landfills, waterways, and sewers. Visit our website for a list of accepted products.

**Product Care**



**BC Hydro Promotion:**

**LET'S BE SMART WITH OUR POWER AND REPLACE OUR INEFFICIENT LIGHTING WITH LONG LASTING, ENERGY EFFICIENT CFLS. VISIT POWERSMART.CA/LIGHTING.**

For locations where you can safely dispose of residential use fluorescent light bulbs and tubes visit [LightRecycle.ca](http://lightrecycle.ca) or call **1-800-667-4321**.

## Burnt Out?



Recycle your fluorescents



Do it right! Drop off your used fluorescent lights and tubes to a LightRecycle location for safe recycling.

Visit [www.lightrecycle.ca](http://www.lightrecycle.ca) or call **1-800-667-4321** to find the LightRecycle drop-off location nearest you.



*LightRecycle locations accept residential-use fluorescent lights only. No LED, halogen, incandescent or commercial-use lights accepted.*

LightRecycle - The BC Fluorescent Light Recycling Program, brought to you by Product Care

 **@PowerSmartBC**  
BC Hydro Power Smart

Over 195 drop-off locations in BC to recycle burnt-out fluorescent light bulbs & tubes. Find the one nearest to you: [ow.ly/7lUeU](http://ow.ly/7lUeU)

7 Nov via HootSuite

☆ Favorite ↻ Undo Retweet ↩ Reply

Retweeted by ElcarConst and 17 others

**NEW CFLS LOOK GREAT WHICH IS IMPORTANT BECAUSE THEY TEND TO BE AROUND FOR A WHILE.**



**BC Hydro**  
**powersmart**

Let's be smart with our power and replace our inefficient lighting with long lasting, energy efficient CFLs.

For a limited time, receive instant discounts on select ENERGY STAR® CFLs at the following retailers:

[www.powersmart.ca/lighting](http://www.powersmart.ca/lighting)

For locations where you can safely dispose of residential use fluorescent light bulbs and tubes visit [lightrecycle.ca](http://lightrecycle.ca)

 **LightRecycle**

\*Select locations

Canadian Tire*	Rona*
Poplar's Foods	Save-On-Foods
Costco	Sears*
Home Hardware*	The Home Depot
London Drugs	Thrifty Foods
Overwater Foods	Walmart
PriceSmart Foods	

 **BC Hydro**

It's easy to recycle fluorescent tubes & bulbs in BC – there are 195 drop off locations!

Bring yours to a [LightRecycle](http://www.lightrecycle.ca) depot in your area:  
<http://www.productcare.org/BC-lights-depots>

 **BC LightRecycle Depots | Product Care**  
[www.productcare.org](http://www.productcare.org)

Like · Comment · November 9 at 4:11pm · 🌐

Product Care Association, Loretta Charlie, International Eco Endeavors and 12 others like this.

**PRODUCT CARE ASSOCIATION**

**NON-FINANCIAL AUDIT OF  
BC LIGHTRECYCLE PROGRAM**

**31 DECEMBER 2011**

1400-900 West Hastings Street

Vancouver, B.C. V6C 1E3

Telephone: 604-684-1101

Fax: 604-684-7937

E-mail: admin@rolfebenson.com

11 July 2012

To: British Columbia Ministry of Environment

As specifically agreed, we have performed test procedures at Product Care Association (“the Agency”) for the BC LightRecycle program as described in this letter for the year ended 31 December 2011 over certain non-financial information related to:

1. BC Reg449/2004, Section 8 (2) (b) - the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report;
2. BC Reg449/2004, Section 8 (2) (d) - a description of how the recovered product was managed in accordance with the pollution prevention hierarchy; and,
3. BC Reg449/2004, Section 8 (2) (e) - the total amount of the producer's product sold and collected and, if applicable, the producer's recovery rate.

The results of applying the procedures are detailed in the attached Appendix. These procedures do not constitute an audit of the Agency's non-financial information and therefore, we express no opinion on the overall accuracy or completeness of the non-financial information of the Agency for the year ended 31 December 2011.

This letter is for use solely by the British Columbia Ministry of Environment in connection with their consideration of the accuracy and completeness of certain non-financial information as reported by Product Care Association for the year ended 31 December 2011.

*Rolfe, Benson LLP*  
CHARTERED ACCOUNTANTS

Vancouver, BC

For the following procedures, test samples were selected from 31 December 2011, unless otherwise noted.

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

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
1.1	To obtain comfort over the existence and accuracy of the collection facilities reported in the Agency's annual report.	<ol style="list-style-type: none"> <li>1. For the period under review, obtain a listing of all Collection Facilities from the Agency broken out by type (if applicable).</li> <li>2. Compare total count of collection facilities from the listing with the annual report; investigate any discrepancies with the Agency as applicable.</li> <li>3. Randomly select a sample of 20 Collection Facilities and obtain the business file for each. Review each file to determine that a registration form meets the following criteria:               <ol style="list-style-type: none"> <li>a. A registration form exists for the Collection Facility.</li> <li>b. The registration form lists contact information and location, which agrees with the detailed listing.</li> <li>c. The registration form is signed by the Collection Facility.</li> <li>d. Using contact information on the Facility listing provided in #1 above, phone each randomly selected Collection Facility to verify their existence and that they have an adequate understanding of the program.</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Received a listing of collection facilities from Product Care Association's ("PCA") Service Coordinator.</li> <li>2. The listing stated 197 LightRecycle drop off locations, matching the number in the 2011 annual report.</li> <li>3. Selected a sample of 20 depots from the listing:               <ol style="list-style-type: none"> <li>a-d: For all sites, procedure 3a) to 3d) were completed without exception.</li> </ol> </li> </ol>

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
1.2	To obtain comfort over the completeness, consistency, and validity of the number of Collection Facilities.	<ol style="list-style-type: none"> <li>1. Obtain the historical data for the total number of collection facilities for the past 3 years as reported by the Agency in their annual reports.</li> <li>2. Investigate any fluctuations greater than 5% to understand the reason for the fluctuation in the number of collection facilities.</li> </ol>	<ol style="list-style-type: none"> <li>1. Rolfe, Benson LLP reviewed data from 2010 - 2011 for any fluctuations greater than 5%.</li> <li>2. From 2010 to 2011, the number of drop off locations increased 19% from 165 to 197 as reported in that year. The increase in the number of drop off locations is in accordance with the expansion of the program during the first full year of operations in 2011.</li> </ol>

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

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
<i>[Where Processors/Manufacturers etc. are subject to audit around their product management practices, only Step 2.1 as well as sub-steps 1 – 3 in test 2.2 should be completed. Where Processors/Manufacturers etc. are not subject to audit, Test 2.1 is not relevant, but Test 2.2 should be completed in its entirety.]</i>			
2.1	To obtain comfort over the effective weight <sup>1</sup> of end-use product collected and the accuracy of the manufacturer's receipt of weight of product.	<ol style="list-style-type: none"> <li>1. Where available, obtain the 3<sup>rd</sup> party auditors opinion over registered processors/manufacturers compliance with waste management or program specific guidelines for managing product appropriately.</li> <li>2. Ensure the auditor's opinion is unqualified.</li> </ol>	N/A - Product Care Association's financial statement auditors do not perform testing over registered processors/manufacturers compliance with the program; therefore this test does not apply to this agency.
2.2	To obtain comfort over the accuracy, completeness and existence of end-use of the product collected and the accuracy of the manufacturer's or processor's receipt of weight of product, test on a sample basis the deliveries of product recovered to their end-use (or next along the custody chain).	<ol style="list-style-type: none"> <li>1. Obtain a schedule/listing of products shipped to processors/manufacturers for the period under review. The listing should provide:               <ol style="list-style-type: none"> <li>a. The processor/manufacturer name/address.</li> <li>b. The total weight of the product weighed at the collection site or consolidation site (where applicable).</li> <li>c. The total weight of the product weighed at the processor/manufacturer.</li> <li>d. The date of delivery to the processor/manufacturer.</li> </ol> </li> <li>2. Obtain a listing of all registered processors/manufacturers.</li> </ol>	1-3. Obtained a listing of all product shipped to processors in 2011 and a listing of all processors used in 2011. There were 2,548 LightRecycle shipments to processors in 2011. Confirmed with the CFO that PCA does not register its processors. Confirmed through inquiry with the CFO that all processors used in 2011 were at arm's length. Reviewed PCA website and noted that none of the processors used in 2011 were listed as being associated with PCA. Additionally, a Google© search was performed on the listing of processors. No conflicts were detected.

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

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
		<ol style="list-style-type: none"> <li>3. Scan listing to ensure that all receivers of product were approved processors/ manufacturers. If there is not a listing of approved manufacturers/processors, ensure that the manufacturer is not a related party to the processor by researching the related parties of each organization and ensuring that the transaction was made at arm's length.</li> <li>4. Randomly select 25 shipments and obtain a copy of the invoice or other supporting documentation.</li> <li>5. Verify that each invoice or other supporting document has evidence of the weight of the product shipped by the Processor and received by the customer.</li> <li>6. Compare the total weight listed on the invoice or other supporting documentation with the weight listed on the detailed listing received in #1 and note any discrepancies.</li> </ol>	<p>4-6. Selected a sample of 25 shipments. Reviewed the documents for:</p> <ul style="list-style-type: none"> <li>• Evidence of review performed over processors/manufacturers prior to product being shipped</li> <li>• Supporting documentation is present to support the total product being shipped</li> <li>• Product shipped as noted on the invoice/supporting documentation matches the product shipped as per the schedule/listing supplied by the agency in step 2.2 #1</li> </ul> <p>No discrepancies were noted.</p>

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

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
<p><i>[If a 3<sup>rd</sup> party audits the Agency's schedule of product collected (recovery rate), complete <b>only</b> step 3.1; If no audit is performed, complete steps 3.2 through 3.4]</i></p>			
3.1	To ensure that there were no qualifications within the auditor's opinion over the schedule of product recovered.	<ol style="list-style-type: none"> <li>1. Obtain the Auditor's Opinion over the Schedule of Product Recovered for the most recent fiscal year.</li> <li>2. Review the opinion to ensure that there are no qualifications.</li> <li>3. Check the mathematical accuracy of the calculated recovery rate (where applicable), as reported in the audited financial statements.</li> <li>4. Compare calculated recovery rate to the recovery rate reported by the agency in their annual audited report. Note any discrepancies.</li> </ol>	N/A - Product Care Association's financial statement auditors do not perform testing over the Schedule of Product Recovered; therefore this test does not apply to this agency.
3.2	To ensure the accuracy and completeness of total product sold.	<p>Note that the financial statements, in the case of most agencies, include revenues from eco-fees which are tied to the total product sales.</p> <ol style="list-style-type: none"> <li>1. Obtain the Financial Statement Auditor's Opinion for the most recent fiscal year.</li> <li>2. Review the opinion to ensure that there are no qualifications.</li> <li>3. Obtain a schedule of eco-fees by product type from the agency (in total and by unit).</li> <li>4. Compare the total eco-fees collected from the above</li> </ol>	<p>1-2. Obtained the Financial Statement Auditor's Opinion for 2011 noting an unqualified opinion.</p> <p>3-4. As the Agency's financial statements do not disclose the eco-fees collected specifically related to the LightRecycle Program this procedure was not</p>

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
		<p>schedule to the total reported in the Agency's financial statements (as opined by the financial statement auditor).</p> <ol style="list-style-type: none"> <li>5. Recalculate the product sold by unit by dividing the total fees by product type by the per unit fee to arrive at total product sold for each unit.</li> <li>6. Compare calculated total product sold to the amounts reported by the Agency in their annual report. Note any discrepancies.</li> </ol>	<p>possible to complete.</p> <p>5-6. Obtained from the Agency a schedule of total product sold in units. Rolfe, Benson LLP compared the total units listed on the schedules to the amounts listed in the annual report. No discrepancies were noted.</p>
3.3	To obtain comfort over the completeness, accuracy, cut-off and validity of the total product recovered, test on a sample basis, the collection of product recovered.	<ol style="list-style-type: none"> <li>1. Obtain a listing of product shipments (for each product the Agency manages) from collection facilities for the period under review with the following details: <ol style="list-style-type: none"> <li>a. The Collection Facility name/address.</li> <li>b. The date of collection from the facility.</li> <li>c. The consolidation site or processor to which the product was delivered.</li> <li>d. The date of delivery to the consolidation site or processor.</li> <li>e. The amount of product collected (in units and in weight, where applicable).</li> </ol> </li> <li>2. Compare the total weight of product collected from the detailed listing to the report total of product recovered from the Agency's annual report.</li> </ol>	<p>1-2. Obtained a listing of product shipped from collection sites. Confirmed with the CFO that PCA monitors product shipped from LightRecycle drop off locations in the number of boxes shipped. For the LightRecycle program there were 2,548 shipments from depots for 2011. This corresponds with the number of shipments reported in procedure 2.2 #1-3 as PCA ships all LightRecycle materials directly from drop of location to processor.</p> <p>Rolfe, Benson LLP recalculated the total units shipped by multiplying the number of boxes shipped by the average units per box. This was compared to the total units recovered per the annual report. Minor discrepancies were noted. It was determined that these discrepancies were caused by rounding differences in the calculation of units shipped.</p>

Testing Procedure #	Objective/Purpose	Testing Procedures	Results
		<ol style="list-style-type: none"> <li>3. Scan the detailed listing to ensure that there were no collections that were outside of the organization's fiscal year.</li> <li>4. Randomly select shipments and obtain the supporting document (bill of lading or other support) to verify the amount of product shipped.</li> <li>5. Verify that each of the supporting documents received has appropriate evidence of the total product shipped and weight of product received by the consolidation site supported by a scale ticket or like support, and signatures by the collection facility, consolidation site and hauler/transporter.</li> <li>6. Confirm that the total product (in units/weight etc.) listed on the supporting document matches the total listed on the detailed listing.</li> </ol>	<ol style="list-style-type: none"> <li>3. Rolfe, Benson LLP confirmed through a scan of the listing that all shipments were completed in 2011.</li> <li>4-6. Selected a sample of 25 shipments and obtained the supporting documentation. Reviewed the supporting documentation for evidence of total product shipped and confirmed that the number of boxes listed on the supporting document matches the listing generated by PCA. No exceptions were noted.</li> </ol>
3.4	To obtain comfort over the calculated recovery rate, by product type (where applicable).	<ol style="list-style-type: none"> <li>1. Check the mathematical accuracy of the calculated recovery rate (where applicable) by dividing product recovered by product sold, as reported in the audited financial statements.</li> <li>2. Compare calculated recovery rate to the recovery rate reported by the Agency in their annual report. Note any discrepancies.</li> </ol>	<ol style="list-style-type: none"> <li>1. Recalculated the capture rate reported in the LightRecycle program's annual report for 2011.</li> <li>2. No discrepancies were noted.</li> </ol>

**PRODUCT CARE ASSOCIATION**

**FINANCIAL STATEMENTS**

**31 DECEMBER 2011**

# PRODUCT CARE ASSOCIATION

## Financial Statements

For the year ended 31 December 2011

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## INDEPENDENT AUDITORS' REPORT

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To the Members,  
Product Care Association

### Report on the Financial Statements

We have audited the accompanying financial statements of Product Care Association, which comprise the statement of financial position as at 31 December 2011, and the statements of net assets, operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Association's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.



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INDEPENDENT AUDITORS' REPORT - Continued

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**Opinion**

In our opinion, the financial statements present fairly, in all material respects, the financial position of Product Care Association as at 31 December 2011, 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  
17 May 2012

**PRODUCT CARE ASSOCIATION**  
**Statement of Financial Position**  
31 December 2011

	2011	2010
<b>Assets</b>		
<b>Current</b>		
Cash and short-term investments	\$ 2,233,650	\$ 2,036,120
Accounts receivable	2,096,064	1,591,524
Prepaid expenses and deposits	68,145	66,737
	4,397,859	3,694,381
Reserve - at market value (Note 3)	8,437,175	8,439,952
Capital assets (Note 4)	205,744	210,750
	<b>\$ 13,040,778</b>	<b>\$ 12,345,083</b>

**Liability**

<b>Current</b>		
Accounts payable and accrued liabilities	\$ 1,279,854	\$ 1,724,030

Commitments (Note 5)

**Members' Equity**

Unrestricted	3,118,005	1,970,351
Invested in capital assets	205,744	210,750
Reserve - internally restricted (Note 3)	8,437,175	8,439,952
	11,760,924	10,621,053
	<b>\$ 13,040,778</b>	<b>\$ 12,345,083</b>

APPROVED BY THE DIRECTORS:

\_\_\_\_\_  
"J.D. Glassford" Director

\_\_\_\_\_  
"Dave Russell" 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 2011

	Unrestricted	Invested in Capital Assets	Internally Restricted Reserve	Total 2011	Total 2010
<b>Net assets - beginning of year</b>	<b>\$ 1,970,351</b>	<b>\$ 210,750</b>	<b>\$ 8,439,952</b>	<b>\$ 10,621,053</b>	<b>\$ 9,246,588</b>
Excess of revenues over expenses for the year	1,139,871	-	-	1,139,871	1,374,465
Transfer to reserve	2,777	-	(2,777)	-	-
Transfer to invested in capital assets, net	5,006	(5,006)	-	-	-
<b>Net assets - end of year</b>	<b>\$ 3,118,005</b>	<b>\$ 205,744</b>	<b>\$ 8,437,175</b>	<b>\$ 11,760,924</b>	<b>\$ 10,621,053</b>

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

**PRODUCT CARE ASSOCIATION**  
**Statement of Operations**  
For the year ended 31 December 2011

	<u>2011</u>	<u>2010</u>
<b>Revenues</b>	<b>\$ 9,251,748</b>	<b>\$ 7,875,857</b>
<b>Operating expenses</b>		
Collection, disposal, transportation and event advertising	<u>6,891,169</u>	<u>6,200,620</u>
<b>Gross margin</b>	<u>2,360,579</u>	<u>1,675,237</u>
<b>Administrative expenses</b>		
Technical, professional, management and communication	892,972	669,505
Office, rent and travel	221,445	211,656
Association and depot start up costs	<u>116,434</u>	<u>247,535</u>
	<u>1,230,851</u>	<u>1,128,696</u>
<b>Excess of revenues over expenses from operations</b>	<u>1,129,728</u>	<u>546,541</u>
<b>Other income (expenses)</b>		
Investment income	207,358	196,645
Interest income	10,919	6,236
Gain on disposal of capital assets	2,000	-
Gain (loss) on sale of investments	(8)	873
Unrealized gain (loss) on investments	<u>(210,126)</u>	<u>624,170</u>
	<u>10,143</u>	<u>827,924</u>
<b>Excess of revenues over expenses for the year</b>	<u>\$ 1,139,871</u>	<u>\$ 1,374,465</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 2011

	2011	2010
<b>Cash provided by (used in):</b>		
<b>Operating activities</b>		
Excess of revenues over expenses for the year	\$ 1,139,871	\$ 1,374,465
Items not involving cash		
Gain on disposal of capital assets	(2,000)	-
Loss (gain) on sale of investments	8	(873)
Market value adjustment to reserve	210,126	(624,170)
Amortization	137,853	105,979
	1,485,858	855,401
Changes in non-cash working capital balances	(950,131)	(566,655)
	535,727	288,746
<b>Investing activities</b>		
Transfer to reserve	(207,350)	(197,517)
Purchase of capital assets	(132,847)	(105,640)
Proceeds on disposal of capital assets	2,000	-
	(338,197)	(303,157)
<b>Net increase (decrease) in cash and short-term investments</b>	197,530	(14,411)
<b>Cash and short-term investments - beginning of year</b>	2,036,120	2,050,531
<b>Cash and short-term investments - end of year</b>	\$ 2,233,650	\$ 2,036,120
<b>Cash and short-term investments consist of:</b>		
Cash	\$ 1,209,579	\$ 1,019,396
Term deposits	1,024,071	1,016,724
	\$ 2,233,650	\$ 2,036,120
<b>Supplemental Cash Flow Information:</b>		
Interest received	\$ 10,919	\$ 6,236

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

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**PRODUCT CARE ASSOCIATION**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2011**

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**1. Incorporation of Product Care Association**

On 7 May 2001, Letters Patent were obtained for the creation of Product Care Association (the "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. 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) Cash and cash equivalents

Short-term fixed income investments that either mature within 90 days of the balance sheet date or can be readily redeemed for cash are considered cash equivalents.

(b) 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:

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

(c) 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.

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

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**PRODUCT CARE ASSOCIATION**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2011**

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**2. Summary of significant accounting policies - Continued**

(d) 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 reported in the statement of operations.

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

(e) 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.

(f) Future accounting changes

Changes in accounting framework

The Association is classified as a not-for-profit organization. The Association will be required to adopt a new accounting framework and the options are Canadian Accounting Standards for Not-for-Profit Organizations or International Financial Reporting Standards (IFRS), effective for fiscal years beginning on or after 1 January 2012. The Association is in the process of reviewing the potential impact of these two accounting standards on its reporting framework and financial statements.

**3. Reserve**

The reserve fund was established to (1) respond to environmental impairment liability exposures and director and officers liability exposures up to predetermined levels in conjunction with the overall insurance program and (2) to fund the ongoing operations and various other projects of the Association from time to time. The amount is internally restricted and expenditures from the reserve are at the discretion of the Board of Directors. Transfers to the reserve fund are made upon resolutions passed by the Board of Directors. During the year there were no transfers to the reserve fund.

The assets in the 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 reserve fund. During the year, \$2,777 was transferred from the reserve fund to the unrestricted fund, which consisted of an unrealized loss of (\$210,127) at 31 December 2011 and realized investment income of \$207,350. In the prior year, \$821,688 was transferred from the unrestricted fund to the reserve fund, which consisted of an unrealized gain of \$624,170 at 31 December 2010 and realized investment income of \$197,518.

**PRODUCT CARE ASSOCIATION**  
**Notes to the Financial Statements**  
For the year ended 31 December 2011

**4. Capital assets**

	Cost	Accumulated Amortization	2011 Net	2010 Net
Depot equipment	\$ 955,070	\$ 756,158	\$ 198,912	\$ 194,266
Office equipment	81,658	74,826	6,832	16,484
Storage depots	576,096	576,096	-	-
Leasehold improvements	483,749	483,749	-	-
	<u>\$ 2,096,573</u>	<u>\$ 1,890,829</u>	<u>\$ 205,744</u>	<u>\$ 210,750</u>

**5. Commitments**

The Association has a lease agreement for a 60 month lease term on the Surrey office and building facility which expires on 31 January 2016. The lease includes a clause that the Association can terminate the lease with six months notice.

During the year, the Association entered into a lease agreement for a 36 month lease term on the Vancouver office building which expires on 31 January 2015. The Association has the option to renew the lease term for an additional 36 months.

The annual lease payments are as follows:

2012	\$ 198,238
2013	204,571
2014	204,571
2015	134,905
2016	<u>10,714</u>
	<u>\$ 752,999</u>

Additionally, at year end the Association had unprocessed product on hand with an estimated cost to process, transport and recycle of \$75,919 which will be incurred during 2012.

**6. Management of capital**

The Association considers its capital to be its net assets invested in capital assets and its unrestricted and restricted net assets. 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 capital is restricted for the purposes as described in Note 3.

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**PRODUCT CARE ASSOCIATION**  
**Notes to the Financial Statements**  
**For the year ended 31 December 2011**

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**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. 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, 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 reserve is classified as a held-for-trading financial asset. It is 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 ("NB").

**2011 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 2011, eco fee revenue relating to the NB program was \$953,465 (2010 - \$1,038,929) and expenses relating to collection, processing, and administration for the NB program were \$776,073 (2010 - \$743,231).

**PRODUCT CARE ASSOCIATION -  
BC LIGHT RECYCLE PROGRAM**

**STATEMENT OF REVENUES AND EXPENSES**

**31 DECEMBER 2011**

**PRODUCT CARE ASSOCIATION -  
BC LIGHT RECYCLE PROGRAM  
Statement of Revenues and Expenses  
For the year ended 31 December 2011**

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## **INDEPENDENT AUDITORS' REPORT**

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To: BC Ministry of Environment,

As required the British Columbia Environmental Management Act, Recycling Regulation 8(2)(f)(ii), we have audited the statement of revenues and expenses of the BC LightRecycle Program (the "statement") as reported by Product Care Association for the year ended 31 December 2011 and a summary of significant accounting policies and other explanatory information.

### **Management's Responsibility for the Statement**

Management is responsible for the preparation of the statement in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of the statement that is free from material misstatement, whether due to fraud or error.

### **Auditors' Responsibility**

Our responsibility is to express an opinion on the statement based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the statement.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.





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INDEPENDENT AUDITORS' REPORT - continued

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**Opinion**

In our opinion, the statement presents fairly, in all material respects, the revenues and expenses of the BC Light Recycle Program as reported by Product Care Association for the year ended 31 December 2011 in accordance with Canadian generally accepted accounting principles.

**Other Matter**

Product Care Association has prepared a separate set of financial statements for the year ended 31 December 2011 in accordance with Canadian generally accepted accounting principles on which we issued our independent auditors' report to the members of Product Care Association dated 17 May 2012.

**Restriction on Distribution**

This report is prepared on the direction of Product Care Association's management and the requirements of British Columbia Environmental Management Act, Recycling Regulation 8(2)(f)(ii). As a result, the report may not be suitable for another purpose. Our report is intended solely for Product Care Association's management and the BC Ministry of Environment and should not be distributed to other parties.

*Rolfe, Benson LLP*  
CHARTERED ACCOUNTANTS

Vancouver, Canada  
29 November 2012



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**PRODUCT CARE ASSOCIATION -  
BC LIGHT RECYCLE PROGRAM**  
Statement of Revenues and Expenses  
For the year ended 31 December 2011

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	2011
<b>Revenues</b>	<u>\$ 1,057,469</u>
<b>Program expenses</b>	
Processing	127,144
Transportation	105,500
Depot supplies	46,274
Collection	18,374
Communications	9,102
Legal	7,088
Insurance - property and liability	<u>10,687</u>
	324,169
Less: Expense recovery	<u>(12,985)</u>
	<u>311,184</u>
<b>General and administrative expenses</b>	<u>17,560</u>
	<u>328,744</u>
<b>Excess of revenues over expenses for the year</b>	<u>\$ 728,725</u>

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The accompanying notes are an integral part of this statement.

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**PRODUCT CARE ASSOCIATION -  
BC LIGHT RECYCLE PROGRAM**  
**Notes to the Statement of Revenues and Expenses**  
**For the year ended 31 December 2011**

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**1. Basis of Presentation**

This statement includes the revenues and expense of the BC Light Recycle Program, a segment of the operations of Product Care Association. Comparative figures have not been presented as these are not required by the BC Ministry of Environment.

**2. Summary of Significant Accounting Policies**

This statement of revenues and expenses is prepared in accordance with Canadian generally accepted accounting principles. The significant policies are detailed as follows:

(a) 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.

(b) 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.

(c) General and Administrative Expenses

A portion of the total general and administrative expenses of Product Care Association, net of expense recoveries, has been allocated to this program. The allocation of general and administrative expenses to this program is determined using the percentage of program specific operating expenses as compared to total operating expenses for all Product Care Association programs.