

# Canadian Electrical Stewardship Association Annual Report to the Director

## 2021

**Submitted to:** Director, Extended Producer Responsibility  
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## 1. EXECUTIVE SUMMARY

The CESA Stewardship Plan includes portable electrical appliances powered by 120V, 12V, 60Hz input power or batteries. See Appendix A for a full list of product categories.

<b>Products within plan</b>	<ul style="list-style-type: none"> <li>• Small appliances</li> <li>• Power tools</li> <li>• Sewing machines</li> <li>• Exercise, sports and leisure equipment</li> <li>• Arts, crafts and hobby devices</li> </ul>
<b>Program Website</b>	<a href="http://www.electrorecycle.ca">www.electrorecycle.ca</a>

The following chart summarizes the annual reporting requirements as set out under Section 8 of the Regulation.

Recycling Regulation Reference	Topic	Summary of 2021 Performance
Part 2, Section 8(2)(a)	Public Education and Strategies	<ul style="list-style-type: none"> <li>• Traditional advertising was used for public education including television ads, digital and print campaigns, multi-lingual radio ads, as well as community-based social marketing</li> <li>• The ambassador program held 41 events in 18 communities, throughout 7 regional districts</li> <li>• The 2020 consumer awareness survey resulted in an 89% awareness level, an increase of 1% over 2018 survey results. The next survey is scheduled for 2022.</li> <li>• The Program further developed outreach initiatives to expand the Program’s reach into new communities through remote event attendance and digital support</li> </ul>
Part 2, Section 8(2)(b)	Collection System and Facilities	<ul style="list-style-type: none"> <li>• Two product streams are defined for collection:               <ul style="list-style-type: none"> <li>○ “very large” (treadmills, elliptical machines, stationary bikes, very large power tools); and</li> <li>○ “regular” (all other products included in the Program)</li> </ul> </li> <li>• The collection network includes both advertised and non-advertised sites</li> <li>• As of December 31, 2021, the Program had 248 contracted collection sites, including 234 sites for regular products and 103 sites for very large products. Of the 248 contracted sites, 232 were advertised.</li> </ul>

Recycling Regulation Reference	Topic	Summary of 2021 Performance
		<ul style="list-style-type: none"> <li>In 2021 the collection network added 4 additional contracted collection facilities across the province</li> </ul>
Part 2, section 8(2)(c)	Product Environmental Impact Reduction, Reusability and Recyclability	<ul style="list-style-type: none"> <li>The Program strives to manage collection materials using the highest option on the PPH were feasible</li> <li>2021 focused promotion on reuse, repair and product maintenance options, including participation local repair cafes, a blog featuring appliance maintenance, including troubleshooting and repair tips as well as collaboration with DreamRider Productions to produce environmental content related to the Pollution Prevention Hierarchy for schools throughout BC</li> </ul>
Part 2, section 8(2)(d)	Pollution Prevention Hierarchy and Product / Component Management	<ul style="list-style-type: none"> <li>Contracted processors must adhere to the EPSC Electronics Recycling Standard</li> <li>Processors must submit to performance reviews by CESA or a third-party auditor</li> <li>More than 94% of material commodities collected in 2021 were recycled/recovered</li> </ul>
Part 2, section 8(2)(e)	Product Sold and Collected and Recovery Rate	<ul style="list-style-type: none"> <li>11,056,977 units of CESA product were sold in BC in 2021, as reported by members</li> <li>Approximately 5,370,327 kg of CESA product was collected in BC in 2021</li> </ul>
Part 2, section 8(2)(e.1)		See Section 7 for breakdown of collection weight by regional district
Part 2, section 8(2)(f)	Summary of Deposits, Refunds, Revenues and Expenses	See Appendix C for the independently audited financial statements

CESA’s BC Extended Producer Responsibility Plan was approved on August 7, 2018. This approved Plan sets out a number of key performance metrics for the Program. The following chart summarizes the metrics and the Program’s performance in 2021, as well as CESA’s strategies for improvement if warranted.

Key Performance Metrics		
Part 2 section 8(2)(g); See full list of metrics in Plan Performance		
Plan Metrics	2021 Performance	Strategies for Improvement
<b>Collection</b>		
Number of contracted collection sites	248	n/a
Number of contracted collection sites by regional district	See Section 4	n/a

<b>Key Performance Metrics</b>		
Part 2 section 8(2)(g); See full list of metrics in Plan Performance		
<b>Plan Metrics</b>	<b>2021 Performance</b>	<b>Strategies for Improvement</b>
Number of collection events by regional district	See Section 4	n/a
<b>Absolute Collection</b>		
Total number of very large units collected	4,221 units collected	n/a
Weight (kg) or regular product collected	5,370,327 kg collected	n/a
Weight (kg) of regular product collected by regional district	See Section 7	n/a
Product collected per capita by regional district (kg)	See Section 7	n/a
<b>Waste Composition Audits</b>		
Waste audit results	See Section 9	n/a
Total amount of batteries identified in waste audits	See Section 9	n/a
<b>Accessibility</b>		
Number of collection sites for regular Program Product	234	n/a
Revaluation of accessibility rate (in or before 2023)	See section 9	n/a
Survey techniques and results of accessibility study (conducted in or before 2023)	See Section 9	n/a
<b>Consumer Awareness</b>		
Consumer awareness survey conducted once every two (2) years starting from 2018	The next survey is scheduled for 2022	n/a
Consumer awareness survey key findings	See Section 9	n/a
Percentage of the population aware of the Program	89%	n/a
Program's educational materials and strategies	See Section 3	n/a
Qualitative report on product categories with low awareness	See Section 9	n/a
<b>Sales</b>		
Total units sold	11,056,977 units	n/a
<b>End Fate</b>		
End fate management of materials	See Section 6	n/a

Key Performance Metrics		
Part 2 section 8(2)(g); See full list of metrics in Plan Performance		
Plan Metrics	2021 Performance	Strategies for Improvement
Environmental Standards in place	See Section 6	n/a

## 2. PROGRAM OUTLINE

The Canadian Electrical Stewardship Association (CESA) is a not-for-profit product stewardship agency representing manufacturers, brand owners and retailers of electrical small appliances, power tools, sewing machines, exercise, sports and leisure equipment, and arts, crafts and hobby devices (“Program Products”). CESA’s purpose is to assist its members to provide end-of-life product management by handling products in adherence of the order of the pollution prevention hierarchy. CESA supports obligated parties by providing them the opportunity to join an industry-governed and operated recycling program to fulfill their legal obligations under the British Columbia Recycling Regulation (Reg. 449/2004, O.C. 995/2004) (“Regulation”).

CESA is incorporated under the Canada Not-for-Profit Corporation Act and is governed by a Board of Directors. The Board is structured with the intent of having stewards that represent both manufacturers and retailers from as many product categories as possible. Table 1 lists out the Board of Directors as of December 31, 2021.

**Table 1: 2021 Board of Directors**

Name	Affiliation	Sector
Craig Emerson	Bissell Canada Corporation	Manufacturer
Kimi Walker	Canadian Tire Corporation	Retailer
Milena Tolasi	Costco Wholesale Canada Ltd	Retailer
David Williams	Hamilton Beach	Manufacturer
Tracey Jones	Home Hardware Stores Limited	Retailer
Jinie Choi	Hudson’s Bay Company	Retailer
Marie-Anne Champoux-Guimond	Keurig Dr. Pepper Canada	Manufacturer
Theo Horsdal	London Drugs Limited	Retailer
Peter Maddock	Panasonic Canada Inc	Manufacturer
Tom Siwek	Shark Ninja	Manufacturer

CESA, its Board of Directors and staff are grateful and honored to live, work, and be in relation with Indigenous peoples from across many traditional and unceded territories, covering all regions of British Columbia. We recognize their deep connection with this land and its resources and their historical environmental stewardship and are committed to reconciliation and building relationships as we move forward.

Additionally, CESA works with industry associations, including the Canadian Hardware Products Trade Association (CHPTA – formerly CHHMA), the Association of Home Appliance Manufacturers Canada (AHAM) and the Retail Council of Canada (RCC).

In December 2009, the BC Ministry of Environment amended the Electronics and Electrical Product Category (Schedule 3) of the Regulation to require an approved stewardship program for small appliances, operational by October 2011. On October 1, 2011, CESA launched its “Part 1” program for small appliances under the “Unplugged” brand. Additional amendments to the Regulation expanded the scope of products to include electrical and electronic tools, leisure and sports equipment, with a required operational date of July 2012. On July 1, 2012, the program expanded (“Part 2”) to include power tools, sewing machines, sports, leisure and exercise machines, and arts, crafts and hobby devices, and rebranded as “ElectroRecycle™”.

CESA has engaged Product Care Association of Canada (Product Care) to act as Program Manager, supporting CESA with the administration, finance, data management and communications and marketing related to the operation of the ElectroRecycle Program.

The ElectroRecycle Program employed a network of 248 contracted collection facilities throughout the province at the end of 2021. The Program augmented its collection system as needed by participating in collection events in areas of the province where a permanent collection facility may not be economically feasible.

More information about CESA, for both stewards and consumers can be found online at [www.electrorecycle.ca](http://www.electrorecycle.ca).

### **3. PUBLIC EDUCATION MATERIALS & STRATEGIES**

The following is an overview of the public education initiatives employed in 2021, which included various tactics from traditional advertising, social media marketing, and digital marketing initiatives. In 2021 ElectroRecycle saw over 9.8 million TV media impressions, more than 6 million radio impressions, more than 320 thousand impressions for print ads, and 19 million impressions in digital channels. Across BC, the Program received a total of nearly 38 million impressions in 2021, detailed below in Table 2. Notably, Program impressions more than doubled in 2021 compared to 2020, in which there were 16.5 million impressions. This doubling of impressions was the result of using resources previously allocated to event-related activities, which were largely paused in 2021 due to COVID-19. ElectroRecycle sought new means to ensure the message continued to reach a widespread audience across British Columbia using a variety of media channels as outlined below.

**Table 2: Number of Impressions per Media Channel**

<b>Media Channel</b>	<b>Time in Market</b>	<b>Impressions</b>
Events	Year-round	73,350
Planet Protector Academy - Elementary School Outreach Partnership	Jan to June & Oct to Dec	10,863
<b>TV</b>		
Global and BC1	Apr to May & Sep to Oct	9,868,900
<b>Radio</b>		
Canadian First Nations Radio	Year-round	2,639,000
Spice - Punjabi & Hindi Radio	Year-round	1,113,177
CHMB AM1320 - Mandarin & Cantonese Radio	Year-round	2,279,911
<b>Print</b>		
Recycling Calendar (Penticton & Mission)	Year-round	29,700
Black Press Newspapers – Branded content & Ads	Apr & Oct	320,674
<b>Digital</b>		
Facebook Ads (Facebook, Instagram & Audience network)	Year-round	1,678,347
Google Ads (Search, Display, Discovery & Video)	Year-round	15,745,535
Twitter	Year-round	82,453
Native video	Apr to May & Sep to Oct	1,390,385
The Weather Network (app)	Apr to May & Sep to Oct	1,611,281
HGTV.ca	Apr to May & Sep to Oct	830,727
Daily Hive	Jul	266,059
<b>Total Impressions</b>		<b>37,940,362</b>

### 3.1 Program Awareness and Traditional Marketing

Traditional advertising was utilized by ElectroRecycle in 2021, including radio ads, television ads, and print campaigns. A key element of ElectroRecycle’s marketing campaign for 2021 was TV advertising. Three new TV commercials were produced and aired on Global TV, a trusted news source that reaches the entire province of British Columbia. The ads aired in the spring and fall of 2021 to increase awareness with consumers about the range of CESA’s accepted products, as these are the times of year when CESA products are most top-of-mind for consumers and recycling rates are highest. Each of the three TV ads showcased a different room in the home (kitchen, bathroom, and garage) ensuring the commercials featured products from various product categories including kitchen countertop appliances, personal care appliances, and power tools. To increase Program visibility and recognition, an image-based tile ad aired on Global TV’s dedicated news channel for the province, BC1. Overall, ElectroRecycle’s Global TV advertisements received more than 9.8 million impressions throughout the province in 2021.



In addition to the reach of the TV campaigns, the ElectroRecycle Program was promoted on radio stations across the province. The Program products that were featured in the radio ads were selected based on the 2020 consumer awareness survey's results to help bolster awareness. They included items from different product categories (kitchen countertop appliances, floor care appliances, and exercise machines) in order to demonstrate the diversity of CESA's accepted products and increase awareness of lesser-known products. ElectroRecycle continued its engagement with multilingual radio stations in the Greater Vancouver region, which included Hindi, Punjabi, Mandarin, and Cantonese advertisements to broaden its outreach initiatives.

As part of the Program's strategy to increase service and awareness in remote and Indigenous communities around British Columbia, ElectroRecycle worked closely with Canadian First Nations Radio (CFNR) and continued a wide-ranging campaign of 30-second promotional ads, which aired year-round in over 80 Indigenous communities in Central and Northern BC. These communities included the major centres of Terrace, Prince Rupert, Kitimat, Smithers, Burns Lake, Fort Nelson, Stewart, Williams Lake and Quesnel.

ElectroRecycle also utilized the reach of print advertising in select communities, as local traditional media remains a trusted source of information in smaller communities. Print ads were featured in municipal recycling calendars in Penticton and Mission, and two branded content campaigns featured in several BlackPress publications in smaller communities across BC were completed. Each BlackPress campaign featured a customized article written for ElectroRecycle published in both newsprint and online publications. The campaigns reached over 320,000 consumers in BC's Interior, Kootenay, and Vancouver Island regions.

### **3.2 Website, Social Media and Digital Advertising**

In 2021 the ElectroRecycle website ([www.electrorecycle.ca](http://www.electrorecycle.ca)) received 118,502 visits, an increase of 77.1% from 2020, with 85.4% of all visits representing new visitors entering the website for the first time. Throughout the year, 38.53% of all visits to the website included a search for a recycling location.

The significant increase to ElectroRecycle's website traffic was majorly facilitated through the expansion of the Program's Google Advertising campaigns. In 2021, three different types of Google Ads were employed to reach online consumers, resulting in over 15.7 million ad impressions (an increase of more than 10 million impressions compared to 2020).

The website's blog posts ([electrorecycle.ca/blog](http://electrorecycle.ca/blog)) generated 11,108 views on the website, including 1,120 from organic searches. The blog posts were shared across ElectroRecycle's social media accounts to further expand reach (Facebook, Twitter, Instagram).

Google Search text-based advertisements ran throughout the year. The ads targeted users in British Columbia searching for an extensive list of keywords related to recycling and the Program's accepted items. They received a total of 83,304 impressions and 11,602 clicks through to the website.

Google Display and Discovery image-based advertisement campaigns were also employed to reach online users between January and December 2021. The ads targeted users who showed an interest in products from different ElectroRecycle categories, such as kitchen appliances and personal care. These ads were showcased as banners across the Google Display Network, YouTube, Gmail and Google's Discovery section. They received 12.3 million impressions and 43,908 clicks through to the website.

Video advertisements on Google were run by ElectroRecycle for the first time. The video ads were showcased across Google's video partners, including YouTube. The Google ads utilized the same content as the Global TV ads and were active from April to December and received nearly three million impressions, 121,568 views, and 9,023 clicks.

ElectroRecycle's social media platforms were used to raise awareness about the Program and share content relevant to the target audience including collection events, repair events, and repair-focused blog posts. In 2021, ElectroRecycle's content was regularly boosted through paid advertising on Facebook and Instagram which contributed to the Program's significant increase in social media reach. Overall, 471,277 users on Facebook and 51,556 users on Instagram were reached and the Program generated 1.6 million impressions across Facebook, Instagram, and Facebook's Audience Network. In addition to this, the Program received 82,453 impressions on its Twitter account.

To supplement the Program's social media initiatives, a paid partnership campaign was piloted on Instagram to reach the large audience of the popular Daily Hive Vancouver media brand. The campaign resulted in 266,059 impressions and on the day of the campaign ElectroRecycle's website saw more than double the number of visits compared to the typical daily average.

ElectroRecycle layered in additional digital advertising tactics through large far-reaching third-party digital assets to expand reach to both broad and targeted audience groups in the spring and fall, during peak recycling seasons. The Weather Network app reaches the entire province and is a trusted source of news information, and ElectroRecycle's ads ran on the app and resulted in more than 1.6 million impressions. More targeted ads ran on the home and garden network's digital property (HGTV.ca) to target an audience for whom home appliances were top-of-mind and who skew to ElectroRecycle's core product users, resulting in 830,727 impressions. Native video ads ran as well, embedded across a variety of relevant third-party websites, and resulted in nearly 1.4 million impressions.

### **3.3 Community Events and Ambassador Program**

The ElectroRecycle Program's 2021 community-based initiatives helped to increase awareness of the Program while also offering collection opportunities in areas with reduced accessibility to permanent collection sites. The Program's outreach strategy included the ElectroRecycle Ambassador program, which collaborated with 18 communities in seven regional districts, resulting in the collection of approximately 15,167 kg of Program Products. The ElectroRecycle Program was present at a total of 41 collection events in 2021.

As in 2020, the Program's Ambassador outreach efforts were hindered due to COVID-19. The Program continued to employ a year-round ambassador, however, the two summer student positions were canceled due to health and safety precautions stemming from COVID-19 uncertainty. Despite the restrictions of COVID-19, the ElectroRecycle Program was able to increase the number of events attended and kilograms collected in 2021 when compared to the previous year.

Due to travel restrictions and provincial safety measures, the year-round Ambassador position reduced travel to attend a limited number of in-person events. Several local collection events within the Metro Vancouver area were able to go forward and one collection event in the East Kootenays was completed while following public health guidelines. In 2021, the majority of the Program's collection events took place in Metro Vancouver, however 14 collection events were supported remotely on Vancouver Island, in the Central Kootenays, in Northern BC, and on the Sunshine Coast. The year-round Ambassador collaborated with community partners to participate in and host several types of events including community farmers markets, municipal roundups, Repair Cafes, and retailer events. These events were organized with the help of new and existing community partnerships and each event focused on raising public awareness and increasing collection tonnage.

### **3.3.1 Expanded Program Reach**

#### ***School Program Outreach***

In lieu of conventional in-classroom outreach initiatives, ElectroRecycle worked with a collaborative partner, DreamRider Productions, who offered both an online and in-person approach. DreamRider Productions is a Vancouver-based charity organization that delivers engaging environmental education programs for kids. The programs are delivered under their brand the Planet Protector Academy (PPA) and are accessible to BC families (via virtual webcasts) and to teachers (both for virtual and in-class use) on a subscription basis.

In 2021, content about ElectroRecycle and the Pollution Prevention Hierarchy, as it relates to small appliances and power tools, was added to the PPA's Zero Heroes program as part of the collaboration. In the first half of 2021, ElectroRecycle sponsored the delivery of the Zero Heroes waste reduction program for students in grades 3 to 6 in the Kamloops and Surrey school districts. Subsequently, the program was delivered to 11 classrooms, reaching a total of 588 students. The delivery of an at-home virtual version of the Zero Heroes program was also supported by ElectroRecycle, in which 119 students across BC participated.

The Program developed a song and accompanying music video with DreamRider Productions called [\*The Repair Song\*](#). The music video encourages students to consider repairing and maintaining Program products with their families before taking a product to a depot for recycling. The video was included in the PPA's Zero Heroes program and was added to PPA's newly developed Zero Heroes virtual school assemblies. In 2021, ElectroRecycle sponsored the delivery of the virtual assemblies to 28 schools,

reaching more than 9,900 students across various communities ranging from Prince George to Lantzville. Overall, ElectroRecycle's partnership with DreamRider Productions resulted in the Program reaching over 10,500 students in 15 different communities and eight regional districts across the province.

### ***Focus on Repair***

ElectroRecycle's partnership with DreamRider Productions has supported the expansion of Program awareness and has also contributed to the Program's goal of fostering, promoting, and educating on repair opportunities for Program Products. ElectroRecycle's focus on repair included collaboration with repair groups across the province and attending Repair Cafes wherever feasible. Repair Cafés provide opportunities for community members to learn how to repair broken items including clothing and textiles, bicycles, jewelry, small appliances, and power tools. In 2021, ElectroRecycle continued to seek out collaboration opportunities with repair groups.

Two outdoor Repair Cafes in West Vancouver were able to be safely conducted in July and September. In partnership with Metro Van Repair Cafés and the District of West Vancouver, ElectroRecycle attended to provide Repair Café attendees (that could not successfully repair their items) and local residents a chance to recycle their small appliances and power tools.

Although in-person repair events were limited in 2021, ElectroRecycle continued to share the importance of the pollution prevention hierarchy and stayed connected to the repair community. The Program shared repair and maintenance content online and curated social media and blog content to help consumers learn how to prolong the lifespan of small appliances and power tools.

### ***Municipal and Regional Collection Events***

To ensure ample opportunity for consumers to recycle their small appliances and power tools conveniently, ElectroRecycle continued its partnerships with municipal and regional collection events in 2021. The Zero Waste Reuse and Recycling Vancouver Drop Off events, held in various locations around Vancouver in collaboration with the City of Vancouver's Greenest City initiative, collected 6,236 kg of small appliances and power tools over the span of five events. Although events were reduced in 2021 the City was able to identify a safe method of hosting monthly events from June to October.

For a second year, ElectroRecycle worked with the Comox Valley Regional District to assist two local communities in hosting remote collection events. Three clean-up events were held in Sayward Village, and one was held on Quadra Island resulting in 2,060 kg of product collected. ElectroRecycle continued to partner with the Regional District of Central Kootenays to organize remote collection at four round-up events. The events were held in communities without easy access to a permanent collection site and collected a total of 2,498 kg of product. Additionally, the Program partnered with the Regional District of Fraser-Fort George to participate in the McBride collection event that collected 15 kg of product.

Overall, 10,809 kg of small appliances and power tools were collected through partnerships with the City of Vancouver, the Comox Valley Regional District, the Regional District of Central Kootenays, and the Regional District of Fraser Fort George. These events represent approximately 71% of the annual event collection tonnage in 2021.

### ***Sponsorships***

The ElectroRecycle Program's 2021 sponsorships included the Vancouver Farmers Market as well as Recycle BC's First Nations Recycling Initiative (FNRI). The FNRI brings nine stewardship organizations together to collaborate directly with First Nations communities across BC to provide information about BC's existing stewardship programs and facilitate local collection events in support of community recycling programs. In 2021, two recycling events in collaboration with the Tla'amin Nation and the Seabird Island Band were completed.

ElectroRecycle continued to be a primary sponsor for the Vancouver Farmers Market and attended 12 market days at two locations from May to October, on the first weekend of each month. A collection booth was hosted for the second time at the West End Summer Market and for the seventh year at the Kitsilano Summer Market. Collection booths in those two communities were selected as they service high-density populations in urban communities without a permanent collection site within walking distance. Approximately 1,950 kg of product was collected through these events in 2021.

### **3.4 Stakeholder Relations**

ElectroRecycle continued to issue Program updates via its branded notice to its email database of more than 440 members and subscribers. Program updates include relevant information for the membership such as fee changes, information regarding accepted products, and sharing of compliance audit findings.

While unable to physically visit collection facilities due to provincial health and safety requirements, the Program issued regular email notices to the collection network, ensuring relevant information such as modifications to collection procedures and accepted products were made available. The email notices to collection facilities offer an ongoing opportunity for sites to provide input into the Program's operations.

In 2021, CESA also sponsored and attended the Coast Waste Management Association (CWMA) conference in Victoria. At the conference, CESA connected with stakeholders, depot operators, municipalities and regional districts regarding the Program. The 2021 CWMA Conference was a hybrid event and was attended by 167 people in-person and 150 virtually. A total of 317 delegates from similar industries with 77% from the Vancouver Island and BC Coastal Communities including Metro Vancouver. Eight percent were from the BC interior, and the remaining 15% of delegates came from other provinces and countries. Fifteen First Nation delegates from across British Columbia also attended.

### **3.5 Consumer Communications**

A number of channels are available to consumers to ask questions or submit feedback about the ElectroRecycle Program. In 2021, these channels included an email submission box on the ElectroRecycle website, entitled “Contact Us,” a general information email address, [info@cesarecycling.ca](mailto:info@cesarecycling.ca) as well as an email address specifically for members, [memberservices@cesarecycling.ca](mailto:memberservices@cesarecycling.ca) and an email address specifically for service providers, [operations@cesarecycling.ca](mailto:operations@cesarecycling.ca). A consumer inquiry toll-free phone number, 1-877-670-2372, is available year-round, and ElectroRecycle’s various social media platforms provide additional contact options.

CESA partnered with the Recycling Council of BC (RCBC) to provide Hotline and Recyclepedia collection site location services. RCBC is a trusted public information resource used by residents of British Columbia to learn about recycling options available in their communities. The Recyclepedia application is a user-friendly online/web/mobile tool established by RCBC to help consumers find recycling information 24/7. Between January 1 and December 31, 2021, ElectroRecycle and RCBC collectively answered 4,740 phone, email and app consumer inquiries regarding the ElectroRecycle Program.

## **4. COLLECTION SYSTEM AND FACILITIES**

CESA engages a system of permanent year-round collection facilities located across British Columbia to provide access to recycle Program Products at no cost to consumers. This collection system has been developed in collaboration with existing collection networks and other stewardship programs wherever feasible to enhance program performance through increased operational efficiencies. The collection system operates in collaboration with third-party business owners who operate independent depots, as well as municipalities and retail stores. CESA constantly strives to partner and collaborate with existing collection networks where possible and seeks new opportunities to expand its network with willing partners. The collection system is further augmented by the use of one-day collection events and direct pick-up from large volume generators.

CESA does not directly own or manage any collection facilities, but contracts with organizations that can provide a collection location. Collection facilities include any location that accepts Program Products, including but not limited to private drop-off centres, local government sites, service organizations and return-to-retail. Regardless of the type of collection facility, there is no charge to the consumer to drop off Program Products.

CESA defines two streams of products included in the ElectroRecycle Program when sourcing collection facilities: “regular” and “very large” items. Products that are considered “very large” items include products such as treadmills, elliptical trainers and large, free-standing power tools with built-in stands. Very large items collected through the Program are managed as scrap metal by each contracted collection facility independent of the Program. All other products are considered regular items.

At the end of 2021, the ElectroRecycle Program had 248 contracted collection facilities for CESA products, of which 234 accepted regular items and 103 accepted very large items. The majority of very large item collection facilities overlap with regular product collection facilities. The Program's website provides the consumer with access to a depot finder tool that indicates if a collection site will accept regular and/or very large items.

Of the 248 contracted collection facilities, 232 were advertised, while 16 were unadvertised. Advertised collection facilities accept public drop-off of products included in the ElectroRecycle Program. Unadvertised sites, which include large volume generators who may operate in the commercial or institutional (ICI) sector, municipal facilities and landfills, do not allow public drop-off and are not listed as a facility on the ElectroRecycle website or through RCBC's consumer hotline. However, the Program offers direct pick-up of designated CESA products as a part of the unadvertised service. Many thrift stores are also unadvertised due to limited space available to collect Program Products.

A GIS analysis conducted by an independent, third party in 2019 determined that 99.5 per cent of British Columbians had convenient access to a collection site for regular products included in the ElectroRecycle Program<sup>1</sup>. In 2021, four contracted collection sites were added to the network across three different regional districts. Three collection facilities closed permanently. Of the four new sites, three collection facilities accepted regular products, one accepted regular and very large items, and all were advertised sites.

Table 3 lists the number of contracted collection facilities by regional district, including those that accept regular items, very large items, advertised facilities and unadvertised facilities. Table 14 in Appendix B provides a complete list of collection facilities by regional district contracted to participate in the ElectroRecycle Program.

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<sup>1</sup> Accessibility is determined in accordance with the Stewardship Agencies of BC Accessibility Standard. The Standard defines access as a 30-minute drive or less for those within urban areas with a population greater than 4,000 and a 45-minute drive or less for those in rural areas of the province with a population greater than 4,000.

**Table 3: Number of Collection Facilities (CF) by Regional District**

Regional District	# of CF	Regional District	# of CF	Regional District	# of CF
Alberni Clayoquot	3	East Kootenay	11	Northern Rockies	1
Bulkley Nechako	6	Fraser Fort George	4	Okanagan Similkameen	8
Capital	21	Fraser Valley	10	Peace River	4
Cariboo	4	Kitimat Stikine	7	qathet	3
Central Coast	3	Kootenay Boundary	3	Squamish Lillooet	6
Central Kootenay	3	Metro Vancouver	69	Strathcona	5
Central Okanagan	7	Mt. Waddington	5	Sunshine Coast	3
Columbia Shuswap	15	Nanaimo	4	Thompson Nicola	18
Comox Valley	6	North Coast	4	<b>Total</b>	<b>248</b>
Cowichan Valley	9	North Okanagan	6		

Permanent collection facilities exist where there are sufficient populations and available infrastructure to support it, as well as the desire by private industry or municipalities to operate such a collection site. In the cases where a permanent collection facility may not exist, the ElectroRecycle Program augmented its permanent collection network through leading or participating in 41 collection events in 2021. Event attendance was noticeably lower in 2021 because of COVID-19. Due to travel advisories and public safety concerns, the Program limited travel beyond the Lower Mainland for most of the year to ensure compliance with Provincial safety requirements. Table 4 lists the number of collection events by regional district.

**Table 4: Number of Collection Events (CE) by Regional District**

Regional District	# of CE
Central Kootenay	4
Comox Valley	4
East Kootenay	1
Fraser Valley	3
Fraser Fort George	1
Metro Vancouver	27
qathet	1
<b>Total</b>	<b>41</b>

## 5. PRODUCT ENVIRONMENTAL IMPACT REDUCTION, REUSABILITY AND RECYCLABILITY

CESA works with its service providers to ensure Program Products are managed, where feasible, in accordance with the Pollution Prevention Hierarchy (PPH). As CESA's focus is managing a product at end-



of-life, the following section details the considerations and current management options for Program Products.

### **5.1 Reuse and Repair**

While reuse and repair of Program Products are worthy goals, there are several considerations that make it difficult to include it as a viable management option for Program Products. In Canada, there are requirements for mandatory safety testing under programs such as the Canadian Standards Association (CSA) or Underwriters Laboratories of Canada (ULC). Manufacturers are responsible for the safety of all products with safety certification. Outside of licensed and authorized service facilities, manufacturers cannot guarantee the safety of the product after it has reached end of life.

There are health risks associated with Program Products that come in contact with the body (e.g., electric shavers) or food (e.g., meat grinders) where sanitation cannot be guaranteed. For these reasons, the Program focuses on the proper recycling and recovery of end-of-life products. The Program Plan recognizes that consumers give properly working tools and appliances to friends and family as well as to charitable organizations. As long as the product is in good working order, such reuse does exist outside the parameters of the Program.

Proper maintenance and repair is encouraged as a means of extending the life of product, however the cost of repair is typically comparable to the cost of replacement. Although options for reuse and repair of appliances and power tools may be limited, the Program continues to work towards providing consumers with information for alternative options to disposal of Program Products whenever possible, through the identification and promotion of donation centres and repair opportunities, such as repair cafes.

### **5.2 Recycle/Recover**

The Program strives to manage collection materials using the highest option on the PPH as set out under subsections 5(3)(d-g) of the Regulation, where economically feasible and viable. CESA contracts with all processors who handle CESA's collected material. CESA's processors are required to conform to the Electronics Product Stewardship Canada (EPSC) Electronic Recycling Standard (ERS), among other required tracking, inspection and reporting standards as set out of the Program.

As CESA currently accepts more than 400 different products, materials are reported out by commodity only, not by product type or component. The Program follows the chain of custody through to the end fate of the product; however, the Program's ability to do so is limited by the processors ability to provide such information.

Current recycling and recovery methods for common commodities found in CESA products are detailed below in Section 6. CESA will continue to manage collected products and accessories, including batteries,

in accordance with the Pollution Prevention Hierarchy whenever feasible and economically viable recognizing that the management process of commodities is subject to change.

## 6. POLLUTION PREVENTION HIERARCHY AND PRODUCT / COMPONENT MANAGEMENT

CESA strives to manage collected materials in accordance with the pollution prevention hierarchy set out under Section 8(2)(d) of the Recycling Regulation wherever feasible and economically viable. These end-of-life products are shipped to processors that break them down into component parts to be recycled and/or recovered.

CESA's processors are required to conform to the Electronics Product Stewardship Canada (EPSC) Electronic Recycling Standard, the industry standard for like-products (e.g., electrical, electronic and battery-operated). The EPSC Electronic Recycling Standard defines the minimum requirements for handling end-of-life electronics and contains mandatory environmental, occupational health and safety, and material handling requirements. Given that CESA accepts a wide variety of more than 400 products, materials are reported out by commodity only, and not by product type or component.

In 2021, CESA contracted with three processors to process collected materials. Table 5 provides the approximate percentage of material commodity processed from both processors accounting for all regular items collected through the Program and processed in 2021, as well as a description of the downstream process for each commodity type. Due to the complexity of the disassembly process, it is difficult for commodities to be completely segregated for measurement purposes.

**Table 5: Percentage of Total Tonnage Processed by Material Commodity in 2021**

Material Commodity	Reuse	Recycle	Recovery	Landfill	% of Total Tonnage Processed	Downstream Process <sup>2</sup>
Ferrous Steel		X			48.4%	Production, Processing, Non-processing
Plastics		X			27.1%	Processing
Aluminum		X			2.5%	Production, Processing, Non-processing
Wire and Cables and String lights		X			5.9%	Refining, Non-processing
Copper		X			3.9%	Processing, Refining
Glass		X			1.2%	Processing, Non-Processing
Circuit Boards		X			3.8%	Refining
Refuse			X	X	5.1%	Other final disposition

<sup>2</sup> Downstream Processes are based on the descriptions provided by the Recycler Qualification Office (RQO) and EPSC Electronic Recycling Standard verified Processors detailing the end disposition of product managed.

Material Commodity	Reuse	Recycle	Recovery	Landfill	% of Total Tonnage Processed	Downstream Process <sup>2</sup>
Rechargeable Batteries	X	X			1.3%	Processing, Non-Processing, Reuse
Paper Based Materials		X			0.1%	Processing
Non Rechargeable Batteries	X	X			0.3%	Reuse, Processing, Non-Processing, Refining
Heating Oil	X	X	X	X	0.4%	Processing, Recovery, Reuse, Landfill

## 7. PRODUCT SOLD AND COLLECTED

### 7.1 Product Reported Sold

Total product sold is reported in units. CESA members reported sales in British Columbia of 11,056,977 units for the period of January 1 to December 31, 2021. CESA conducts compliance reviews on its membership to ensure accurate product categorization and reporting. Compliance reviews are administered over a regular cycle and general findings are communicated out to the membership to allow for corrective actions to be implemented as required.

### 7.2 Product Collected

Absolute collection for CESA reflects the weight of Program Products collected annually by the Program across BC. The Program measures collections by weight (kilograms and/or metric tonnes), not by units collected. Table 6 sets out the annual collected tonnage and variances against the 2013 baseline.

**Table 6: Annual Tonnage Collected and Year over Year Variance**

Year	Tonnage Collected (metric tonnes)	Tonnage Variance (%)
2013	3,204	-
2014	3,672	+ 15%
2015	4,225	+ 15%
2016	4,545	+ 7.5%
2017	4,913	+ 8%
2018	5,092	+ 4%
2019	5,450	+ 7%
2020	5,115	-6%
2021	5,370	+5%

### 7.2.1 Very Large Items

Very large items collected under the ElectroRecycle Program by contracted collection facilities were managed as scrap metal through the metal recycling system. Under the terms of their contract, collection sites that accept very large items are required to submit monthly unit-based tracking forms to the ElectroRecycle Program reporting the number of very large items collected. In 2021, 2,828 pieces of large exercise equipment and 1,393 pieces of large power tools were collected, according to tracking sheets submitted to the ElectroRecycle Program by contracted collection facilities.

### 7.2.2 Regular Items

According to weights reported to the ElectroRecycle Program by contracted consolidation facilities, approximately 5,370,327 kilograms of regular CESA products were collected between January 1 and December 31, 2021 from the Program’s contracted collection facilities, large volume end-users, return to retail locations, and collection events. Table 8 provides the approximate tonnage collected (not including very large items) by regional district in 2021.

CESA continues to partner with Product Care Association’s Light Fixtures Program and the Outdoor Power Equipment Institute of Canada (OPEIC), co-mingling residential light fixtures and electric outdoor power equipment (EOPE) with ElectroRecycle products in CESA’s collection bags at regular contracted collection facilities. These are examples of how stewardship programs working together create efficiencies at the collection facility level, reduce consumer confusion, and provide “one-stop-shops” for residents.

CESA’s reported collection tonnage is net of the EOPE and fixture tonnage collected on behalf of OPEIC and the Light Fixtures Program. To determine CESA’s net tonnage in 2021, CESA’s processors were obligated by contract to submit monthly sampling reports of collection material processed. Data from the sampling reports was extrapolated to determine the total proportion of CESA product collected versus the proportion of EOPE and Light Fixtures product collected in each particular month. The proportion was applied to the weight of the collection tonnage during that month. Table 7 provides the approximate tonnage collected by program (CESA versus OPEIC’s electric outdoor power equipment program and Product Care’s Light Fixtures program).

**Table 7: Approximate Weights Collected by Program in 2021**

Year	CESA Tonnage Collected (tonnes)	Light Fixtures Tonnage Collected (tonnes)	OPEIC Tonnage Collected (tonnes) <sup>3</sup>
2018	5,092	709	n/a
2019	5,450	719	n/a
2020	5,115	843	77
2021	5,370	1,102	280

<sup>3</sup> OPEIC collection began July 31, 2020

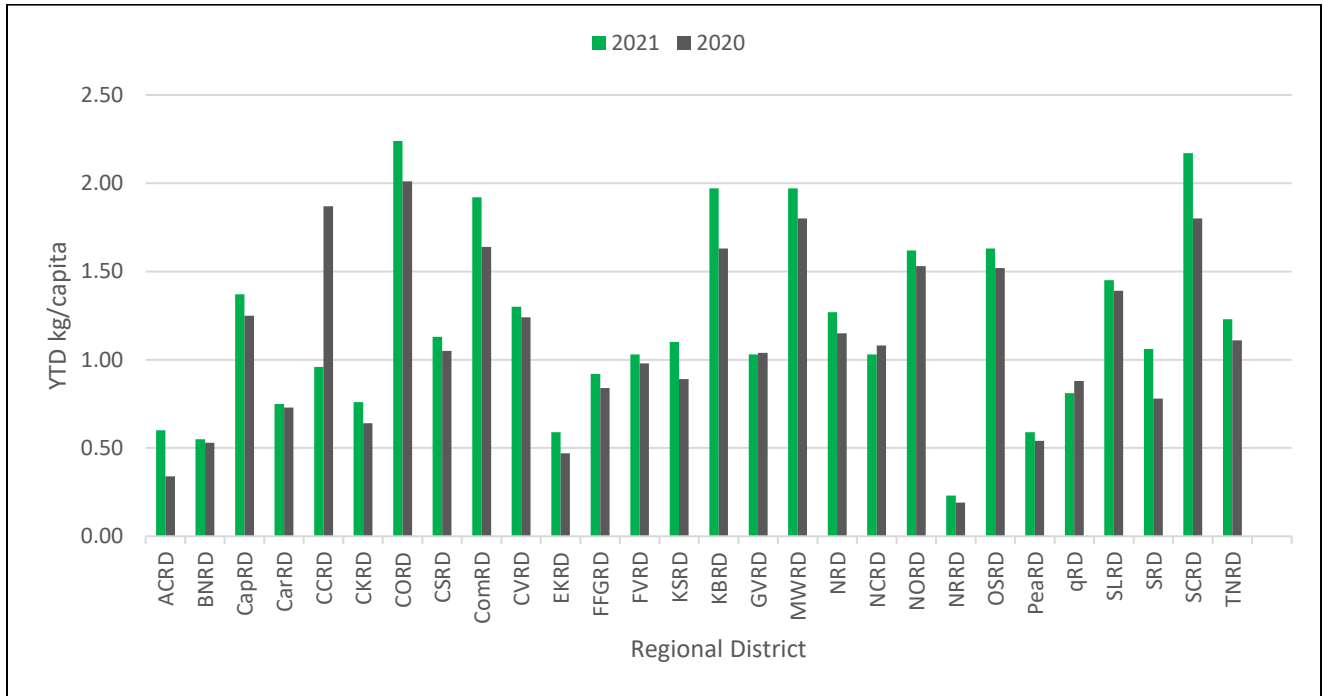
**Table 8: Approximate Weights Collected by Regional District for Regular Products and Collection Events in 2021**

Regional District	Approximate Weight Collected (kg)	Kg Collected per Capita <sup>4</sup>	Regional District	Approximate Weight Collected (kg)	Kg Collected per Capita <sup>4</sup>
Alberni Clayoquot	18,549	0.60	Kootenay Boundary	62,004	1.97
Bulkley Nechako	20,712	0.55	Metro Vancouver	2,548,423	1.03
Capital	523,702	1.37	Mount Waddington	21,749	1.97
Cariboo	46,325	0.75	Nanaimo	197,945	1.27
Central Coast	3,186	0.96	North Coast	18,654	1.03
Central Kootenay	45,479	0.76	North Okanagan	136,627	1.62
Central Okanagan	436,902	2.24	Northern Rockies	1,253	0.23
Columbia Shuswap	57,811	1.13	Okanagan-Similkameen	135,231	1.63
Comox Valley	127,678	1.92	Peace River	37,264	0.59
Cowichan Valley	108,651	1.30	qathet	16,338	0.81
East Kootenay	35,680	0.59	Squamish Lillooet	61,780	1.45
Fraser Fort George	87,072	0.92	Strathcona	47,358	1.06
Fraser Valley	304,930	1.03	Sunshine Coast	65,064	2.17
Kitimat Stikine	41,065	1.10	Thompson Nicola	162,895	1.23

The graph below illustrates the kilograms collected per capita by regional district in 2021, compared to the previous year:

<sup>4</sup> Based on population data obtained from the 2016 Census of Canada

## Kilograms Per Capita by Regional District: 2021 vs 2020



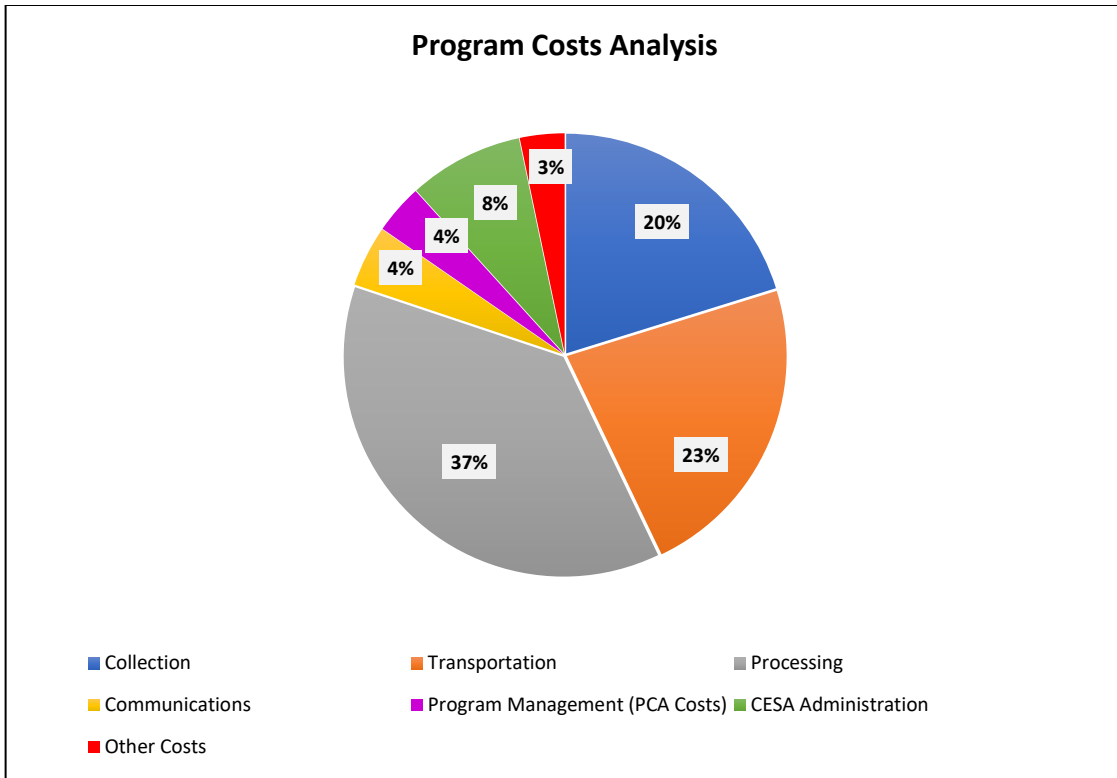
## 8. SUMMARY OF REVENUES AND EXPENDITURES

The ElectroRecycle Program is funded by membership fees, known as Environmental Handling Fees (EHFs), which are remitted to CESA by its members based on the quantity of sales of the designated products sold in British Columbia.

As CESA operates as a not for profit, the EHFs are set by CESA based on budgeting of fee revenue and Program expenses and may be adjusted from time to time to maintain the not-for-profit model. EHFs may continue to be adjusted in the future to address surpluses or deficits, however all fees are applied to the full operation of the Program including:

- Administration;
- Communication and education; and
- Collection, transport, recycling and disposal of collect products.

The chart below identifies the percentage of costs associated with the Program’s operation in 2021:



CESA has a fiduciary responsibility in the management of environmental handling fees for the purposes of operating the Program, with a view to providing adequate resources for our key service partners to conduct the business of recycling. As indicated in the pie chart above, 80% of program revenue supports the collection, transportation and processing of Program Product. All costs of the Program are carefully monitored to ensure that market trends for compensation are reasonable and within the industry norm.

See Appendix C for CESA’s independently audited financial statements.

The ElectroRecycle Program organizes Program Products into 18 product categories, with an EHF designated for each category as listed in Table 9 below.

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<sup>5</sup> “Other Costs” include charges from third party contractors (e.g., insurance, government relations, bank charges etc.).

**Table 9: CESA Product Categories and Environmental Handling Fees**

Product Category		Fee Rate Per Unit
1	Kitchen Countertop – Motorized	\$ 0.50
2	Kitchen Countertop – Heating Appliances	\$ 0.80
3	Kitchen Countertop – Heating Appliances (coffee/tea)	\$ 0.70
4	Microwave Ovens	\$5.00
5	Time Measurement & Display Devices	\$0.20
6	Weight Measurement	\$0.30
7	Garment Care Appliances	\$0.60
8	Air Treatment Appliances	\$0.95
9	Personal Care Appliances	\$0.25
10	Full-Size Floor Cleaning Appliances	\$2.50
11	Smaller Floor/Surface Cleaning Appliances	\$ 0.50
12	Test and Measurement Tools	\$0.35
13	Hand-held Power Tools	\$0.55
14	Bench-Top, Demolition, Free-Standing Power Tools	\$1.20
15	Sewing / Textile Machines	\$2.75
16	Exercise Machines	\$1.85
17	Sports, Leisure, Arts, Crafts and Hobby Devices	\$ 0.75
18	Designated Very Small Items [ <i>previously Part 1 &amp; 2 Designated Very Small Items categories</i> ]	\$ 0.20



## 9. PLAN PERFORMANCE

CESA assesses the performance of the ElectroRecycle Program with both qualitative and quantitative measures in response to the performance metrics outlined in the approved Extended Producer Responsibility Plan. Although the ElectroRecycle Program continues to exceed performance metrics year-over-year, CESA is focused on continuing to maintain or exceed current performance levels; striving to improve all aspects of the ElectroRecycle Program, including operational efficiencies, cost efficiencies, consumer awareness, accessibility, and collection tonnage.

### 9.1 Accessibility

In 2019, accessibility was determined through a Geographic Information System (GIS) analysis conducted by an independent third party, where “access” was defined according to the Stewardship Agencies of BC’s Accessibility Standard as being within a 30-minute drive of an ElectroRecycle collection site for those living in urban areas with a population greater than 4,000, and within a 45-minute drive for those living in rural areas with a population greater than 4,000.

Table 10 summarizes ElectroRecycle’s latest accessibility metrics.

**Table 10: Accessibility Performance Metrics**

Performance Metric	Target	2021 Results	Strategies for Improvement
Number of Collection Sites	n/a	248	n/a
Accessibility	Maintain the 2017 accessibility rate of 99.5% for regular products	99.5%	n/a <sup>6</sup>

### 9.2 Waste Composition Audits

Waste audits are a valuable statistic to measure the Program’s success. In conjunction with other stewardship agencies, the Program has participated in 13 waste audits to date in communities which range in size from 18 thousand to more than 2.5 million people. Each audit surveys a sample of waste from a landfill and tracks evidence of product categories. The audits confirm that Program Products are being successfully diverted from landfill while also helping to guide the Program’s awareness campaigns.

<sup>6</sup> Accessibility is dependent on continued relationships with the existing collection network. Assuming no modifications are made to current partnerships with collection sites, the Program intends to continue to maintain the 2017 accessibility rate.

It is important to note that while the data obtained from waste audits provides one way of evaluating the Program’s performance in that specific community, extrapolating the results to the entire province is problematic as variations in collection and waste management practices vary across regional districts.

In 2021, CESA participated in two waste audits conducted in the Regional District of Central Okanagan and the Regional District of Okanagan-Similkameen. Table 11 provides the ElectroRecycle Program’s aggregate waste audit results, as well as the single use and rechargeable batteries under 5 kilograms identified during the waste audit process.

**Table 11: Aggregate Waste Audit Results per Capita for identified CESA Product and Batteries**

Regional District	Total aggregate kg/capita disposal of CESA Product <sup>7</sup>	Total aggregate kg/capita disposal of batteries <sup>8</sup>
Central Okanagan	0.6	0.8
Okanagan-Similkameen	1.2	0.7

### 9.3 Consumer Awareness

Every two years, a survey is conducted by an independent, third party to determine awareness levels of the Program and gain insights about recycling behaviour. The next consumer awareness survey will be conducted in 2022, with results reported in the 2022 annual report.

Table 12 summarizes the ElectroRecycle Program’s consumer awareness performance metrics since the 2014 baseline.

**Table 12: Consumer Awareness Metrics**

Performance Measure	Plan Target	Results	Strategies for Improvement
Conduct a consumer awareness survey	Survey completed once every two (2) years	2014 survey: 73% 2016 survey: 79% 2018 survey: 88% 2020 survey: 89%	n/a
Percentage of the population aware of the Program	Maintain a consumer awareness level of 79%	2020 survey: 89%	n/a

<sup>7</sup> Calculated using the combined weight of Program Product categories and 2016 Statistics Canada Census Data

<sup>8</sup> The source of single use and rechargeable batteries is not identified during the audit process, therefore it is not possible to discern if the battery was used for a Program Product, another Stewarded product (e.g., EPRA, OPEIC, Light Fixtures), or other.

## APPENDIX A: PROGRAM PRODUCT CATEGORIES

Table 13 lists the 18 Product Categories, and examples of Program Products from each category.

**Table 13: CESA Product Categories**

	Product Category	Examples
<b>Products within plan</b>	1. Kitchen Countertop – Motorized	Blender, coffee grinder, food processor, hand mixer
	2. Kitchen Countertop – Heating	Bread maker, fondue pots, hot air corn popper, panini press, rice cooker, toaster
	3. Kitchen Countertop – Heating (coffee/tea)	Drip coffee makers, espresso/cappuccino makers, kettles, pod coffee makers
	4. Microwave Ovens	
	5. Time Measurement & Display Devices	Clocks, timers
	6. Weight Measurement	Bathroom scales, countertop food scales, digital luggage scale
	7. Garment Care	Garment steamers, household irons, clothes shavers
	8. Air Treatment	Scent diffuser, portable humidifier, portable heater, desktop/tabletop fan
	9. Personal Care	Beard trimmer, curling iron, hair dryer, hot roller/curler set, electric toothbrush, vanity mirror with lighting
	10. Full-size Floor Cleaning	Upright vacuum cleaner, floor care scrubber/polisher, robotic vacuum
	11. Smaller Floor/Surface Cleaning	Handheld vacuum cleaner, steam mop, stick vacuum cleaner
	12. Test and Measurement Tools	Laser level, emission analyzer, laser range meter
	13. Handheld Power Tools	Hand drill, sander, band saw, angle grinder
	14. Bench-top, Demolition and Free-Standing Power Tools	Table saw, drum sander, demolition hammer
	15. Sewing and Textile Machines	Sewing machine, embroidery machine, serger
	16. Exercise Equipment	Treadmill, elliptical machine, cycling machine
	17. Sports, Leisure, Arts, Crafts & Hobby Devices	Insect trap, thermoelectric cooler, bubble machine, circuit machine, air brusher, rock polisher
	18. Designated Very Small Items	Air freshener, personal fan, electric razor (primary cell), stud finder, glue gun, craft soldering iron

## APPENDIX B: COLLECTION FACILITY NETWORK

Table 14 shows locations of contracted CESA collection facilities. The column titled “Change in 2021” denotes additions and closures since the previous reporting date, December 31, 2020.

**Table 14: CESA Collection Network, Including Changes in Sites in 2021**

Collection Facility	City	Regional District	Depot Type	Changes in 2021
70 Mile House Eco-Depot	70 Mile House	Thompson Nicola	Regular	
Abbotsford Bottle Depot	Abbotsford	Fraser Valley	Regular	
Abbotsford Mission Recycling Depot	Abbotsford	Fraser Valley	Bulky & Regular	
ACRD 3rd Ave Depot	Port Alberni	Alberni Clayoquot	Bulky & Regular	
Agassiz Bottle Depot	Agassiz	Fraser Valley	Regular	
Aldergrove Bottle Depot	Aldergrove	Metro Vancouver	Bulky & Regular	
Armstrong Spallumcheen Bottle Depot	Armstrong	North Okanagan	Regular	
Ashcroft Bottle Depot	Ashcroft	Thompson Nicola	Bulky & Regular	Closed - July 7, 2021
Asset Investment Recovery - Glanford (NA)	Victoria	Capital Regional District	Regular	
Asset Investment Recovery - Surrey	Surrey	Metro Vancouver	Regular	
Augusta Recyclers Inc (NA)	Powell River	qathet	Bulky	
Barnhartvale Landfill	Kamloops	Thompson Nicola	Bulky & Regular	
Barriere Return-It dba Bag Lady Enterprises	Barriere	Thompson Nicola	Regular	
Bella Bella Eco-Depot	Bella Bella	Central Coast	Bulky & Regular	
Bella Coola Recycling Depot	Bella Coola	Central Coast	Regular	
Bill's Bottle Depot	Salmon Arm	Columbia Shuswap	Regular	
Bings Creek Recycling Centre	Duncan	Cowichan Valley	Bulky & Regular	
Blue River Eco-Depot	Blue River	Thompson Nicola	Regular	
Bottle Depot (Queens)	Victoria	Capital Regional District	Regular	
Bottle Depot (Saanich)	Saanich	Capital Regional District	Regular	
Boucherie Bottle Depot & Self Storage	West Kelowna	Central Okanagan	Regular	
Brentwood Auto & Metal Recyclers	Saanichton	Capital Regional District	Bulky & Regular	
Brentwood Thrift Store	Brentwood Bay	Capital Regional District	Regular	
Bridgeview Return-It Bottle Depot	Surrey	Metro Vancouver	Regular	
Bulkley Valley Bottle Depot	Smithers	Bulkley Nechako	Regular	
Burnaby Eco Centre	Burnaby	Metro Vancouver	Regular	New - April 1, 2021
Burns Lake Recycling Depot	Burns Lake	Bulkley Nechako	Regular	
Campbell Mountain Sanitary Landfill (CMSL)	Penticton	Okanagan Similkameen	Regular	
Campbell River ReStore	Campbell River	Strathcona	Bulky & Regular	New - September 2, 2021
Campbell River Waste Management Centre	Campbell River	Strathcona	Bulky & Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
Canal Flats Transfer Station	Canal Flats	East Kootenay	Bulky	
Capilano (Fell Avenue) Thrift Store	North Vancouver	Metro Vancouver	Regular	
Castlegar Return-It Depot	Castlegar	Central Kootenay	Regular	
Cedar Hill Thrift Store	Victoria	Capital Regional District	Regular	
Chasers Bottle Depot Ltd.	Vernon	North Okanagan	Regular	
Chetwynd Recycling & Bottle Depot	Chetwynd	Peace River	Regular	
Chilliwack Bottle Depot Ltd	Chilliwack	Fraser Valley	Regular	
Clearwater Eco-Depot	Clearwater	Thompson Nicola	Regular	
Clinton Eco-Depot	Clinton	Thompson Nicola	Regular	
CM Recycling Ltd. (formerly Cariboo Metal Recycling)	Quesnel	Cariboo	Bulky & Regular	
Columbia Bottle Depot - Dease	Kelowna	Central Okanagan	Bulky & Regular	
Columbia Bottle Depot - Kent	Kelowna	Central Okanagan	Bulky & Regular	
Columbia Bottle Depot - St. Paul	Kelowna	Central Okanagan	Bulky & Regular	
Columbia Recycle 1996 LTD (NA)	Trail	Kootenay Boundary	Bulky	
Columbia Valley Landfill	Windermere	East Kootenay	Bulky	
Comox Return-Centre	Comox	Comox Valley	Regular	
Comox Valley ReStore	Courtenay	Comox Valley	Regular	New - September 2, 2021
Comox Valley Waste Management Centre	Cumberland	Comox Valley	Bulky & Regular	
Coquitlam Return-It Depot	Coquitlam	Metro Vancouver	Regular	
Cortes Island Waste Management Centre	Cortes Island	Strathcona	Regular	
Courtenay Return-It Depot	Courtenay	Comox Valley	Bulky & Regular	
Cranbrook Bottle Depot	Cranbrook	East Kootenay	Regular	
Cranbrook Transfer Station	Cranbrook	East Kootenay	Bulky	
D.C. Recycling Ltd.	Dawson Creek	Peace River	Regular	
DIRA Waste Management Committee - Bottle Depot	Denman Island	Comox Valley	Regular	
East 12th Avenue Thrift Store	Vancouver	Metro Vancouver	Regular	
East Hastings Bottle Depot	Burnaby	Metro Vancouver	Regular	
East Vancouver Bottle Depot Ltd.	Vancouver	Metro Vancouver	Regular	Closed - March 28, 2021
Edmonds Return-it Depot	Burnaby	Metro Vancouver	Regular	
Elkford Transfer Station	Elkford	East Kootenay	Bulky & Regular	
Enderby Return-It Recycling Depot Ltd.	Enderby	North Okanagan	Bulky & Regular	
Falkland Refuse Disposal Facility	Falkland	Columbia Shuswap	Bulky & Regular	
Fernie Bottle Depot	Fernie	East Kootenay	Regular	
Fernie Transfer Station	Fernie	East Kootenay	Bulky	
Fleetwood Bottle Depot	Surrey	Metro Vancouver	Regular	
Fort St. James Transfer Station	Fort St. James	Bulkley Nechako	Bulky & Regular	
Fraser Lake Bottle Depot	Fraser Lake	Bulkley Nechako	Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
Fraser Valley Return-It Depot	Langley	Metro Vancouver	Regular	
FSJ Bottle Drop	Fort St. John	Peace River	Regular	
Galiano Recycling Centre	Galiano Island	Capital Regional District	Regular	
General Grant's North Shore Bottle Depot	Kamloops	Thompson Nicola	Regular	
General Grants Sahali (fka Full Refund Bottle Depot)	Kamloops	Thompson Nicola	Regular	
GFL Environmental - Chemainus	Chemainus	Cowichan Valley	Bulky & Regular	
GFL Environmental - Duncan	Duncan	Cowichan Valley	Bulky & Regular	
GFL Environmental - Langford	Langford	Capital Regional District	Bulky & Regular	
GFL Environmental - Nanaimo	Nanaimo	Nanaimo Regional District	Bulky & Regular	
GFL Environmental - Squamish	Squamish	Squamish Lillooet	Regular	
Gibsons Recycling Depot	Gibsons	Sunshine Coast	Bulky & Regular	
Glenemma Refuse Disposal Facility	Salmon Arm	Columbia Shuswap	Bulky & Regular	
Go Green Bottle Depot & Recycling	Vancouver	Metro Vancouver	Regular	
Gold Trail Recycling	100 Mile House	Cariboo	Bulky & Regular	
Golden Refuse Disposal Facility	Golden	Columbia Shuswap	Bulky & Regular	
Grand Forks Bottle Depot	Grand Forks	Kootenay Boundary	Regular	
Granville Thrift Store (NA)	Vancouver	Metro Vancouver	Regular	
Green Recycling in Pender Society (GRIPS)	Madeira Park	Sunshine Coast	Regular	
Guildford Bottle Depot	Surrey	Metro Vancouver	Regular	
Haney Bottle Depot	Maple Ridge	Metro Vancouver	Regular	
Hart Return-It Depot	Prince George	Fraser Fort George	Regular	
Hartland Recycling Depot	Victoria	Capital Regional District	Bulky & Regular	
Hazelton Bottle Depot	New Hazelton	Kitimat Stikine	Regular	
Heffley Creek Eco-Depot	Heffley Creek	Thompson Nicola	Regular	
Hillside Thrift Store	Victoria	Capital Regional District	Regular	
Hope Bottle Depot	Hope	Fraser Valley	Regular	
Houston Bottle Depot	Houston	Bulkley Nechako	Bulky & Regular	
Interior Recycling	Vernon	North Okanagan	Bulky & Regular	
Ironwood Bottle Depot	Richmond	Metro Vancouver	Regular	
Iskut Landfill (NA)	Iskut	Kitimat Stikine	Regular	
Island Return-it Recycling Centre Campbell River (FKA Campbell River Bottle Depot)	Campbell River	Strathcona	Regular	
Island Return-it Recycling Centre Duncan (FKA Cowichan Valley Bottle Depot)	Duncan	Cowichan Valley	Bulky & Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
Island Return-it Recycling Centre Esquimalt (FKA Westshore Bottle Depot)	Esquimalt	Capital Regional District	Regular	
Island Return-it Recycling Centre South Cowichan	Cobble Hill	Cowichan Valley	Regular	
Islands Solid Waste Management - Port Clements	Port Clements	North Coast	Regular	
Islands Solid Waste Management - Queen Charlotte	Queen Charlotte Village	North Coast	Regular	
J&C Bottle Depot	Penticton	Okanagan Similkameen	Bulky & Regular	
Jenill Bottle Depot	Surrey	Metro Vancouver	Bulky & Regular	
Junction Bottle Depot	Ladysmith	Cowichan Valley	Regular	
Kensington Return it Depot	Burnaby	Metro Vancouver	Bulky & Regular	
Keremeos Sanitary Landfill	Keremeos	Okanagan Similkameen	Regular	
Kerrisdale Thrift Store (NA)	Vancouver	Metro Vancouver	Regular	
Kimberley Transfer Station	Kimberley	East Kootenay	Bulky & Regular	
Kitchener Bottle Depot Ltd.	Burnaby	Metro Vancouver	Regular	
Kitimat Understanding the Environment Society (KUTE)	Kitimat	Kitimat Stikine	Regular	
Kitwanga Transfer Station	Kitwanga	Kitimat Stikine	Regular	
Ladner Bottle Depot Co. Ltd.	Delta	Metro Vancouver	Bulky & Regular	
Langford Thrift Store (NA)	Langford	Capital Regional District	Regular	
Langley Bottle Depot	Langley	Metro Vancouver	Regular	
Lax Kw'alaams Band (Waste Transfer Station)	Lax Kw'alaams	North Coast	Bulky & Regular	
Lee's Bottle Depot	Burnaby	Metro Vancouver	Regular	
Lillooet Landfill & Recycling Centre	Lillooet	Squamish Lillooet	Bulky & Regular	
Logan Lake Bottle Depot	Logan Lake	Thompson Nicola	Bulky & Regular	Closed - July 1, 2021
Logan Lake Eco-Depot	Logan Lake	Thompson Nicola	Regular	
LoLo Reutr-n-It Express	North Vancouver	Metro Vancouver	Regular	New - June 8, 2021
Lorne Street Bottle Depot	Kamloops	Thompson Nicola	Regular	
Lougheed Return-It Depot	Coquitlam	Metro Vancouver	Regular	
Louis Creek Eco-Depot	Louis Creek	Thompson Nicola	Regular	
Lower Nicola Eco-Depot	Merritt	Thompson Nicola	Regular	
Lytton Eco-Depot	Lytton	Thompson Nicola	Regular	
Malakwa Refuse Disposal Facility	Malakwa	Columbia Shuswap	Bulky & Regular	
Malcolm Island Recycling Depot	Sointula	Mt. Waddington	Bulky & Regular	
Maple Ridge Bottle Depot	Maple Ridge	Metro Vancouver	Regular	
Maple Ridge Recycling Depot	Maple Ridge	Metro Vancouver	Bulky & Regular	
Mayne Island Recycling Society (MIRS)	Mayne Island	Capital Regional District	Regular	
Meade Creek Recycling Centre	Lake Cowichan	Cowichan Valley	Bulky & Regular	
Merritt Return-It Depot	Merritt	Thompson Nicola	Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
Metrotown Bottle Return-it Centre	Burnaby	Metro Vancouver	Bulky & Regular	
Meziadin Landfill (NA)	Meziadin Junction	Kitimat Stikine	Regular	
Mica Ventures Inc. (Williams Lake)	Williams Lake	Cariboo	Regular	
Mill Bay Thrift Store	Mill Bay	Cowichan Valley	Regular	
Mission Flats Landfill	Kamloops	Thompson Nicola	Bulky & Regular	
Mission Recycle Center	Mission	Fraser Valley	Regular	
Mission Recycling Depot	Mission	Fraser Valley	Bulky & Regular	
Mount Pleasant Return- It	Vancouver	Metro Vancouver	Regular	
Nelson Leafs Recycling Center	Nelson	Central Kootenay	Regular	
New Westminster Thrift Store	New Westminster	Metro Vancouver	Regular	
Newton Bottle Depot	Surrey	Metro Vancouver	Regular	
North Burnaby (Hastings) Thrift Store (NA)	Burnaby	Metro Vancouver	Regular	
North Road Bottle Depot Ltd.	Coquitlam	Metro Vancouver	Regular	
North Shore Bottle Depot	North Vancouver	Metro Vancouver	Regular	
North Shore Recycling and Waste Centre	North Vancouver	Metro Vancouver	Bulky & Regular	
North Shuswap Bottle Depot	Chase	Thompson Nicola	Regular	
North Vancouver Bottle & Return-It Depot	North Vancouver	Metro Vancouver	Regular	
North Vancouver Thrift Store	North Vancouver	Metro Vancouver	Regular	
Northern Recycling Inc.	Quesnel	Cariboo	Bulky & Regular	
OK Bottle Depot	Richmond	Metro Vancouver	Regular	
Okanagan Falls Sanitary Landfill	Okanagan Falls	Okanagan Similkameen	Regular	
Oliver Sanitary Landfill	Oliver	Okanagan Similkameen	Regular	
Osoyoos Bottle Depot	Osoyoos	Okanagan Similkameen	Bulky & Regular	
Panorama Village Return-It	Surrey	Metro Vancouver	Regular	
Parksville Bottle & Recycling Depot Ltd.	Parksville	Nanaimo Regional District	Bulky & Regular	
Peerless Road Recycling Centre	Ladysmith	Cowichan Valley	Bulky & Regular	
Pemberton Recycling Centre	Pemberton	Squamish Lillooet	Regular	
Pender Island Recycling Society (PIRS)	Pender island	Capital Regional District	Bulky & Regular	
PG Recycling & Return-It Centre (FKA BBK Bottle Depot)	Prince George	Fraser Fort George	Bulky & Regular	
Pitt Meadows Bottle and Return-it Depot Ltd	Pitt Meadows	Metro Vancouver	Regular	
Planet Earth Recycling Ltd.	Westbank, West Kelowna	Central Okanagan	Bulky & Regular	
Poco Return It	Port Coquitlam	Metro Vancouver	Bulky & Regular	
Port Coquitlam Thrift Store	Port Coquitlam	Metro Vancouver	Regular	
Port Hardy Return It Centre	Port Hardy	Mt. Waddington	Regular	
Powell Street Return-it Bottle Depot	Vancouver	Metro Vancouver	Regular	



Collection Facility	City	Regional District	Depot Type	Changes in 2021
Princeton Return-It Depot	Princeton	Okanagan Similkameen	Regular	
Quatsino Recycling Depot	Quatsino	Mt. Waddington	Bulky & Regular	
Queensborough Landing Return-it	New Westminster	Metro Vancouver	Bulky & Regular	
R&T Bottle Depot	Abbotsford	Fraser Valley	Regular	
R3 Recycle-It Resource Recovery	Fort St. John	Peace River	Bulky & Regular	
Regional Recycling Abbotsford	Abbotsford	Fraser Valley	Bulky & Regular	
Regional Recycling Burnaby	Burnaby	Metro Vancouver	Bulky & Regular	
Regional Recycling Cloverdale	Surrey	Metro Vancouver	Bulky & Regular	
Regional Recycling Hayes	Nanaimo	Nanaimo Regional District	Bulky & Regular	
Regional Recycling Old Victoria	Nanaimo	Nanaimo Regional District	Bulky & Regular	
Regional Recycling Prince Rupert (NCRD)	Prince Rupert	North Coast	Bulky & Regular	
Regional Recycling Richmond	Richmond	Metro Vancouver	Bulky & Regular	
Regional Recycling Vancouver	Vancouver	Metro Vancouver	Bulky & Regular	
Regional Recycling Whistler	Whistler	Squamish Lillooet	Bulky & Regular	
Revelstoke Bottle Depot	Revelstoke	Columbia Shuswap	Regular	
Revelstoke Disposal Facility	Revelstoke	Columbia Shuswap	Bulky	
Richmond Recycle Depot	Richmond	Metro Vancouver	Bulky & Regular	
Saanich Thrift Store (NA)	Victoria	Capital Regional District	Regular	
Salish Soils	Sechelt	Sunshine Coast	Regular	
Salmo Valumart & Bottle Depot	Salmo	Central Kootenay	Regular	
Salmon Arm Disposal Facility	Salmon Arm	Columbia Shuswap	Bulky	
Salt Spring Garbage & Transfer Station	Saltspring Island	Capital Regional District	Bulky & Regular	
Salt Spring Island Recycling Depot	Saltspring Island	Capital Regional District	Bulky & Regular	
Salvation Army - Comox Valley	Comox	Comox Valley	Bulky & Regular	
Salvation Army - Lower Mainland Divisional Headquarters	Langley	Metro Vancouver	Bulky & Regular	
Salvation Army - Prince George	Prince George	Fraser Fort George	Bulky & Regular	
Salvation Army - Vanderhoof	Vanderhoof	Bulkley Nechako	Bulky & Regular	
Salvation Army - Victoria Consolidation Centre	Victoria	Capital Regional District	Bulky & Regular	
Sapperton Return-It Depot	New Westminster	Metro Vancouver	Regular	
Sardis Bottle Depot Ltd.	Chilliwack	Fraser Valley	Bulky & Regular	
Scotch Creek Bottle Depot	Scotch Creek	Columbia Shuswap	Regular	
Scotch Creek Disposal Facility	Scotch Creek	Columbia Shuswap	Bulky	
Scott 72 Bottle & Return-It Depot	Surrey	Metro Vancouver	Regular	
Scott Road Bottle Depot Ltd.	Surrey	Metro Vancouver	Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
Semiahmo Bottle Depot	Surrey	Metro Vancouver	Bulky & Regular	
Seven Mile Landfill and Recycling Centre	Port McNeill	Mt. Waddington	Bulky & Regular	
Seymour Arm Refuse Disposal Facility	Seymour Arm	Columbia Shuswap	Bulky	
Sherwoods Auto Parts	Port Alberni	Alberni Clayoquot	Bulky	
Sicamous Refuse Disposal Facility	Sicamous	Columbia Shuswap	Bulky & Regular	
Sidney Return- It	Sidney	Capital Regional District	Bulky & Regular	
Skimikin Refuse Disposal Facility	Tappen	Columbia Shuswap	Bulky & Regular	
Sorrento Bottle Depot	Sorrento	Columbia Shuswap	Regular	
South Thompson Eco-Depot	Pritchard	Thompson Nicola	Regular	
South Van. Bottle Depot (Zims) Ltd.	Vancouver	Metro Vancouver	Regular	
Sparwood Transfer Station	Sparwood	East Kootenay	Bulky & Regular	
Stewart Landfill	Stewart	Kitimat Stikine	Regular	
Sunset Coast Bottle Depot	Powell River	qathet	Regular	
Surrey Central Return-It Centre	Surrey	Metro Vancouver	Bulky & Regular	
Surrey Scottsdale Thrift Store	Surrey	Metro Vancouver	Regular	
Surrey Thrift Store (NA)	Surrey	Metro Vancouver	Regular	
T2 Market	Oliver	Okanagan Similkameen	Regular	
Terrace Bottle & Return-It Depot	Terrace	Kitimat Stikine	Regular	
The Battery Doctors	Kelowna	Central Okanagan	Bulky & Regular	
The ReUse It Centre	Whistler	Squamish Lillooet	Regular	
Thorsen Creek Recycling Depot	Bella Coola	Central Coast	Bulky & Regular	
Tie Lake Transfer Station	Tie Lake	East Kootenay	Bulky	
Town Center Mall Recycle Depot	Powell River	qathet	Regular	
Trail Bottle Depot	Trail	Kootenay Boundary	Regular	
Trout Lake Refuse Disposal Facility	Trout Lake	Columbia Shuswap	Bulky	
Tsal'ah Eco Depot	Shalalth	Squamish Lillooet	Regular	
Tsawwassen Bottle Depot	Delta	Metro Vancouver	Regular	
Ucluelet Bottle Depot	Ucluelet	Alberni Clayoquot	Regular	
United Boulevard Recycling and Waste Centre	Coquitlam	Metro Vancouver	Bulky & Regular	
Urban Impact Recycling (NA)	New Westminster	Metro Vancouver	Regular	
Valemount Carwash and Recycling Center	Valemount	Fraser Fort George	Regular	
Vancouver Central Return-It Depot	Vancouver	Metro Vancouver	Regular	
Vancouver West Bottle Depot	Vancouver	Metro Vancouver	Regular	
Venture Bottle Depot	Lumby	North Okanagan	Regular	
Venture Training	Vernon	North Okanagan	Bulky & Regular	
Victoria Thrift Store (NA)	Victoria	Capital Regional District	Regular	

Collection Facility	City	Regional District	Depot Type	Changes in 2021
View Royal Thrift Store	Victoria	Capital Regional District	Regular	
Village of Gold River	Gold River	Strathcona	Bulky & Regular	
Walnut Grove Bottle Depot Ltd.	Langley	Metro Vancouver	Regular	
Wasa Transfer Station	Wasa	East Kootenay	Bulky	
West Broadway Thrift Store (NA)	Vancouver	Metro Vancouver	Regular	
West Van Thrift Store (NA)	West Vancouver	Metro Vancouver	Regular	
White Rock Return-It Depot	Surrey	Metro Vancouver	Bulky & Regular	
White Rock Thrift Store (NA)	White Rock	Metro Vancouver	Regular	
Wide Sky Disposal Ltd.	Fort Nelson	Northern Rockies	Regular	
Willowbrook Recycling Inc.	Langley	Metro Vancouver	Regular	
Winfield Return It Centre	Lake Country	Central Okanagan	Regular	
Woss Recycling Depot	Woss	Mt. Waddington	Bulky & Regular	

**APPENDIX C: AUDITED FINANCIAL STATEMENTS**

**APPENDIX D: INDEPENDENT ASSURANCE REPORT**