

CSSA 2014 Steward Reports Webinar Q&A, March 20, 2013

Question	Answer
Canadian Stewardship Services Alliance	
When will we receive our log-in information and temporary password?	<ol style="list-style-type: none"> 1. If you are a first time user of the WeRecycle portal, you will request a temporary password and receive it immediately upon making that request. 2. If you have used the portal before but have forgotten your password, you may request a password reset from the WeRecycle portal. It will be sent to you immediately. 3. If you have a different issue with accessing the portal please contact Steward Services.
What password would we be using to log into the website? We currently have different passwords for each province.	Please call Steward Services at 1-888-980-9549 and they will assist you.
When is the new portal design open for customizing and reporting?	The new portal is available to stewards now.
What is the portal URL?	https://wecycle.cssalliance.ca/irj/portal
If we are registered in each province do we also have to register for all provinces on the new portal?	If you are already registered with all the provincial programs, you do not need to re-register on the portal. All your information has been saved.
Will we be retaining our current steward numbers for each of the jurisdictions? Or will we have one steward number going forward?	It is the steward's choice to either manage your steward numbers for the different jurisdictions separately as individual accounts, or to consolidate them. We do recommend merging under one account with a single national steward number – you would then have one We Recycle log in ID enabling you to report and pay nationally; view all reports and invoices; and to fulfill your obligations more simply with a one window approach. You can still assign separate contacts for your different programs under one steward number according to your business needs. Should you wish to amalgamate your accounts, or discuss the best approach for your business, please contact Steward Services at 1-888-980-9549.
Who is considered/allowed to be the "primary contact"?	Your organization chooses the most appropriate person to be your primary contact. This should be someone who has the authority to confirm your company's reporting obligations.
Does the portal allow more than one person to have access to a steward's account?	Yes, stewards can use the 'maintain contacts' function to set up multiple contacts.



Question	Answer
Could you please provide the contact number for Steward Services?	Steward Services can be reached at 1-888-980-9549.
I was late to join, is a copy of this presentation going to be available for download or replay?	This presentation, both the slides and an audio recording are available on the CSSA website at: http://www.cssalliance.ca/steward-meetings .
Is there somewhere I can download the slides? For some reason I have audio but the slides are not visible.	You can download the slides from this webinar at: CSSA March 20 Webinar Slides .
Are all 2014 Guidebooks published? We need those in order to file.	The new National Guidebook is designed to provide stewards with all the information they require in order to file their material data reports. You can find the National Guidebook at: http://guidebook.cssalliance.ca/ In addition there are province-specific guidebooks on the MMBC, MMSM and Stewardship Ontario websites.
Your guidebook does not have a downloadable version at this time. Please clarify for members so they know when to expect this.	The PDF version was posted on March 21 st , 2014 and is available here: National Guidebook pdf .
Can you please show the guidebook web address again?	http://guidebook.cssalliance.ca/
Is there a national registered steward list or is this only provided separately for each province?	CSSA will initiate a project to develop a national list of voluntary stewards.
Will invoices be available in electronic form rather than downloading and printing?	All invoices will be sent out electronically. The new portal has a section which allows stewards to view invoices, gives stewards the option to view the status of their invoices and also provide a way of getting invoice copies should they wish.
Could you add monthly option to billing?	The option of monthly billing was considered but we chose not to move forward on this option because of the cost. Each invoicing cycle incurs costs including following up on accounts, processing payments and issuing statements) Monthly invoices were seen as driving more administrative costs to stewards – something we look to avoid.
Do separate payments have to be issued on a national invoice for the different provincial	If you select one national invoice, you may submit one single payment.



Question	Answer
programs or can we submit a single payment?	
Why do you limit credit card payments to under \$2500.00?	There is an administrative fee charged by the credit card processing company. We needed to strike a balance between the costs of credit card processing and the cost savings we would incur by avoiding the fee collection process. We assessed that the \$2,500 per invoice limit struck the right cost-benefit balance.
Will national invoicing detail costs be allocated per province?	Yes, fees are set provincially – there are no national fees. Once you report your materials (nationally or provincially) the appropriate provincial fees will be used to calculate your invoice(s) for each province in which you are obligated. The national list serves as a convenience to stewards who want to report nationally but the fees are associated with each provincial material list.
Will dues for 2014 be payable in 4 quarterly invoices starting May 31 st ?	MMBC issues quarterly invoices in January, April, July and October. Stewardship Ontario & MMSM issue invoices in April, July, October, and December. All invoices are due in 30 days.
Would a single invoice have details broken down by province to include volumes and charges per category?	Invoices do not show the details of volumes reported by province for confidentiality reasons. Should you require the breakdown by category and fees you may do so using the Print Report Section of the WeRecycle portal. This information is available on your detailed submission report – by material and by province.
Is there a cost difference between the national material list and the provincial material list?	The provincial and national materials do not have fee rates associated with them, they are simply a list of the obligated materials. Fees are set on a provincial basis based on each province’s list of obligated materials. When you choose to use the national list for reporting, you are provided with the administrative convenience of reporting against one common material list for all programs. The WeRecycle system will then map your national material report quantities to the relevant provincial materials applicable to that program. It is those provincial materials that have an associated fee rate. Please note that your detailed submission report will show you the national material list mapped to the provincial materials so you can be assured you are being charged the correct fee rate.
We sell in multiple provinces. Does each province filing have to be done individually?	One of the benefits CSSA provides to stewards who report in multiple provinces is the ability to report nationally vs. province by province. If you have any difficulties with this on the reporting portal please contact Steward Services at 1-888-980-9549.
We are a manufacturer in Ontario and we ship our product across Canada. Are we obligated to do a National report or would we do a voluntary report within the other	You are an obligated steward in Ontario because you have residency in Ontario. If you elect to be a voluntary steward in the other provinces where you supply obligated material, you are able to do one national report. Within the reporting portal there is no distinction between reporting as an obligated stewards vs. a voluntary steward.



Question	Answer
provinces?	
What is the difference between reporting provincially & nationally?	<p>If you choose to report nationally, you are able to enter your material data once and the werecycle portal will map your national material report data to the relevant provincial material lists. Or, you can choose to report each province's material data separately. You have 3 reporting choices:</p> <ol style="list-style-type: none">1. You can use the standardized national material list and report separately by province.2. You can use the standardized national material list and report all provinces at once as illustrated in the webinar.3. You can report one province at a time using the material list included in the rules of the MA by province. <p>When you use the national materials, you can move away from having to manage unique material reporting lists by province. So, in summary, the national material list was created so that stewards operating in more than one province could simplify their reporting preparation.</p>
There is a stipulation in the programs that money paid for a particular province must fund programs in that province. How do you handle that when stewards choose to report nationally?	<p>Reporting nationally is a reporting convenience for stewards. All fee revenue is attributed specifically to each provincial program. Fees received are assigned to the appropriate provincial program. Revenues for each provincial program are directed to that province's program costs and there is never an allocation of funds between provincial programs.</p>
If we have registered with MMBC then are we automatically registered with the other provinces? Or, do we register with each province?	Stewards must register with each provincial stewardship agency individually.
Are there information sessions available on how to prepare raw data?	<p>There are a number of resources available to stewards to assist them in preparing their reports. Please see Part Two of the National Guidebook: Part Two How to Prepare my Report which has step by step assistance on how to prepare your data. If you require more support please feel free to contact Steward Services at 1-888-980-9549 and they will be able to answer any questions you may have.</p>
What do you mean report by percentage? What is the difference between reporting provincially and nationally?	<p>Reporting by percentage is a feature most useful to brand owners who supply the same materials to each province. This allows them to distribute a total reporting quantity based on their provincial share. Please contact Steward Services at 1-888-980-9549 for more information on this subject.</p>
Is it possible to report KGs by province based on population distribution for all provinces?	Please contact steward services to discuss this.

Question	Answer
Are you measuring weight in tons or tonnes (metric)?	The provincial programs use the metric tonne, officially called “tonne”: 1 tonne = 1,000 kilograms.
Are you providing new industry specific blue box calculators (automotive) or are we to continue using last year’s calculator?	MMSW recommends that stewards calculate their sales data using the most accurate methods available to them, which include the methods provided in the Guidebook. We recognize that some Ontario and Manitoba stewards have been using calculators and we will therefore be providing calculators to those stewards. It is important to note, however, that calculators are not recommended or available for all products. If you have any further questions about calculators, please contact Steward Services at 1-888-980-9549.
Will calculators based on the national material list be available soon?	Please see answer above.
Why is there a distinction in what types of materials are included and not included between different provincial programs?	The list of obligated materials varies province to province because they are based on provincial regulations which are different in each province.
Why are the obligated materials not harmonized across all provinces?	Please see answer above
Do Ontario, MB, BC and SK have a credit for recycled content like the one in EEQ?	Currently there is no credit for recycled content included in the fee setting methodology for Ontario, MB, BC or SK fees.
Is reporting mandatory?	If you are an obligated steward in any of the provinces where stewardship obligations have been regulated you are required to report your materials and pay the fees associated with those materials. If however you are an obligated steward but meet the thresholds established for small businesses or low volume stewards (in applicable provinces) you would not necessarily need to complete a detailed report and may be eligible for a flat fee payment. Please contact Steward Services if you require more information in determining if you might qualify as a small business or a low volume steward in the provinces in which you operate.
When is the earliest we can submit the 2014 report for 2013 data?	You can submit your reports at any time.
What is the last date to report for the 2014 year?	The deadline for steward reports is May 31st for MMSM, Stewardship Ontario and British Columbia. The reporting deadline for MMSW (Saskatchewan) is June 30th.
Please confirm that the deadline for reporting 2013 data in all provinces (BC, SK, MB, ON) is May 31 st ?	Please see answer above.



Question	Answer
When will obligated and voluntary steward lists be made available / posted online?	May 1 st is the due date for Voluntary Stewards to register with MMSM and MMBC. Immediately following this date the list of voluntary stewards will be posted. The deadline for voluntary stewards to register with MMSW is June 1 st and the list of voluntary stewards in Saskatchewan will be posted immediately following that date.
What will be the frequency of reporting moving forward?	Stewards are required to report annually and that will not change.
Are you using a calendar year for the 2013 data?	Yes, stewards report their materials for 2013 based on a full calendar year.
What reporting data do we use for the May 31 st , 2014 deadline?	Steward reports are due by May 31, 2014 for MMBC, MMSM and Stewardship Ontario. Stewards will report their material data from their 2013 calendar year. Steward reports for MMSW (SK) are due on June 30 th and will be based on stewards' material data for 2013.
Should I report my data for 2013 again with the new system?	No, the WeRecycle portal has all steward's historical records. The portal contains steward reports with Stewardship Ontario back to 2003, MMSM steward data back to 2009, and MMBC reports back to 2013.
If we are registered in each province do we also have to register for all provinces on the new portal?	If you have already registered for programs through the WeRecycle portal, you do not need to register again. However, if you were registered with MMSM, for example, then your account was merged to your existing account. For MMSM stewards who do not operate in any other provinces your account has been created and you do not need to re-register. WeRecycle portal has all your historical reports.
When can I expect to get a communication from stewardship on all these deadlines? To date I haven't received any communication and I manage the program for my company in Ontario, Manitoba, Quebec, BC and now Saskatchewan.	CSSA is working to identify and communicate with all obligated businesses. Please provide your contact information to info@cssalliance.ca or call Steward Services at: 1-888-980-9549 and ask to be included on all future steward communication. Please also visit www.cssalliance.ca for more information about the provincial stewardship programs.
When you say "non-resident" do you mean non-resident within the province or non-resident as in a US company?	<p>"Non-resident" refers to whether or not a steward has a place of business in the province where stewardship obligations exist. Essentially, residency means: "...an organization or company has a permanent establishment in a province where stewardship obligations have been regulated. A permanent establishment can include an office, a workshop, a factory, a warehouse or some other type of fixed place of business such as an employee's home office."</p> <p>The definition of residency is fully explained along with examples and scenarios in Section 1.7 of Part</p>



Question	Answer
	One of the National Guidebook. Please consult the Guidebook here for more information on the definition of residency.
How do I know if I am an obligated steward for other provinces?	An obligated steward is any organization or company that is resident and a brand owner or first importer or franchisor that supplies obligated packaging and printed paper to residents in a province where stewardship obligations have been regulated. The guidebook provides detail on how to determine in which provinces you are obligated. Please refer to Part One of the National Guidebook for more information.
Can you please clarify what makes a company a resident and therefore a Steward? For example: our company has no offices or manufacturing facilities in Saskatchewan but has two sales representatives. Does this make our company a resident in Saskatchewan?	If the two sales reps are not solely commission-based and are able to take orders and fill stocks, this would constitute residency. Please contact Steward Services for further assistance and/ or refer to the National Guidebook Part One 1.7: How do I Determine if my Company has Residency? For more information on determining residency. How do I determine if my company has Residency?
If our company does not have residency in a province but we have an employee who lives there, does that qualify us as having residency?	Please see answer above.
If we have a sales office with a single employee in Saskatchewan, would that make us a resident in SK (products are manufactured in Ontario & Quebec).	Please see answer above
What makes a steward resident or non-resident? For example, our head office is located in Ontario and that is where we carry out our primary business activity. However, as an automotive distributor we are supplying products to dealers in various provinces in the country. We would then be resident in Ontario, but are we also resident in Manitoba & BC?	If the dealers take title, control or possession of your products in Manitoba and British Columbia, and those products will then be sold or supplied to residents (this program does not include Industrial, Commercial or Institutional products) the dealers would become the obligated stewards. You can however, elect to be a Voluntary Steward in those provinces where your products are distributed and take responsibility for your products supplied to residents thus relieving the dealers of reporting and paying stewardship fees on your products.
How do I know what kind of Steward my	If you are have residency in a province where stewardship obligations are regulated and you provide



Question	Answer
company is or which one(s) we need to register for?	printed paper and/ or packaging materials to residents of those provinces then you are an obligated stewards. If however, you are do not have residency but want to assume responsibility for your material in BC, SK, or MB then you can register as a voluntary steward. Please review the National Guidebook for more information on how to determine if your company has residency in BC, SK, MB or ON or contact Steward Services.
If we are a national company located in Manitoba, do we register as a voluntary steward in SK, BC and ON?	There is no voluntary steward provision in Ontario, but you may register as a voluntary steward with MMBC in British Columbia and with MMSW in Saskatchewan.
We do not manufacture product, rather we import and distribute product. Does this change our obligation?	If the brand owner of the product you import does not have residency in the province where stewardship obligations are regulated and has not elected to be a voluntary steward for their products, then your company, as the first importer, is the obligated steward and must report and pay on the obligated materials which you import into the province.
In your explanation of how a company determines if they are a steward, it states that you have to answer yes to all three questions. What if the company is not a resident steward but is a brand owner? Are you advising that it is optional for them to report on a voluntary basis?	Yes, a company which is a brand owner and supplies obligated materials into a province where stewardship obligations are regulated, but does not have residency in that province, has the OPTION of becoming a voluntary steward and taking responsibility for those products. If however the company chooses not to become a voluntary steward, the retailer or distributor, as the first importer of your product, is obligated to report and pay the stewardship fees on your products.
We have residency in BC, is it mandatory to register as a voluntary steward in the other provinces? Some retailers are billing us for the portion we sell to them is this an option?	With residency in BC you are an obligated steward in that province and should register with MMBC. You may elect to be a voluntary steward in the other provinces where you supply obligated materials to consumers. If you do not elect to register as a voluntary steward, your retail partners, as the first importer of your product, become the obligated steward and must report and pay on your brands. It is up to the retailer how or if they choose to recover those costs from their suppliers.
Is it mandatory to be a voluntary steward?	No, it is up to the stewards to choose to become a voluntary steward and take responsibility for their obligated material in a province where they do not have residency. There is no voluntary steward provision in Ontario.
If a company has a new signing official, would the company be required to re-sign the MA? If so, would it be the new version of the MA?	No, it is not necessary to sign another Membership Agreement if it was signed by an individual authorized at the time. We do suggestion though, that you update the contacts at your company through the WerRecycle portal.
Why isn't the small business membership	The BC government has signalled its intention to pass a regulation exempting small business from the



Question	Answer
agreement available yet?	obligations of the Recycling Regulation. The details of that proposed regulation are available on the MMBC website: http://multimaterialbc.ca/stewards/small-businesses . That regulation is not yet in effect. We are currently consulting on a proposed small business policy for Saskatchewan.
Will BC and SK introduce a de minimis level i.e./ 15000 kg where reporting is required to not subject to stewardship fees?	Please see answer above.
How is a business classified as a small business?	The small business policies vary by province. Please refer to Part One 1.10.3 of the National Guidebook for an overview of the small business policies in each of the four provinces: What is a Small Business Policy?
My company used to sell consumer products and we are now only selling just a few products. Can we switch to a volunteer steward since we will be a low volume producer?	Please note the distinction between voluntary producer and low volume producer. You may elect to be a voluntary steward in a province where you do not have residency but supply obligated materials to residential consumers (please see Section 1.7 of the National Guidebook or contact Steward Services for assistance in determining where your business has residency). In provinces where you elect to be a voluntary steward, the low volume producer option is not available to you. If however you have residency in British Columbia or Saskatchewan, both these provinces are in the final stages of implementing a low volume flat fee option for stewards. Please see section 1.10.4 of the National Guidebook for an outline of the thresholds for low volume stewards in BC and SK. In addition, CSSA is preparing a Small Business Assessment tool which will help BC small businesses determine their level of obligation.
What if we qualify as a small business but our tonnage is above the listed amounts?	Stewards who meet <u>either</u> the revenue or weight based thresholds in BC or SK qualify as small businesses. In BC, if your annual revenues are less than \$1,000,000 then you will qualify for the exemption under the new regulation that the BC government intends to pass. In Saskatchewan if your annual revenues are under \$750,000 then you will qualify as a small business and will only be required to register on the WeRecycle Portal and pay an annual membership fee of \$150.00. In ON, stewards with annual gross sales over the revenue based threshold of \$2 million, but total reported packaging and printed paper quantities are < 15,000 KG (15 tonnes) must report their materials to Stewardship Ontario but are exempt from paying fees.
As a low volume steward, are we required to keep track of our levels in case the business grows and we become a 'high volume' steward?	Yes, it is a good idea to track your sales and materials data in order to determine if you grow your business to the point where you no longer qualify for the small business exemption.

Question	Answer
If we are a low volume producer do we still need to report each year or is it based on the reporting in the 2012 year?	Please note that there are no low volume thresholds in Ontario & Manitoba. However, if you have determined that you qualify as a low volume producer in BC and/ or SK, simplified reporting and flat fee payments apply. Please see the National Guidebook Part One Section 1.10.4 What is a Small Business Policy? for more information on the low volume thresholds in these provinces.
We are an Ontario based supplier of packaged goods Canada wide. Our gross sales into Saskatchewan and Manitoba fall below \$750,000. We would not be obligated to report for those provinces, correct?	The small business policies do not apply to voluntary stewards. If your organization does not have residency in SK and MB you can elect to be a voluntary steward and take responsibility for the products you supply into those provinces thus relieving your retailers from reporting and paying on your products. If you do elect to be a voluntary producer you do not qualify for the small business exemption and will be required to report and pay on all materials supplied into those provinces.
How do we manage indirect sales? We sell units to Ontario customers who then ship product across Canada to their stores. On what basis do we pay fees?	If you are selling products to a customer who in turn ships the products outside of Ontario, you would need to prepare a methodology that provides an estimate of what stays in Ontario. You may also use the statistics Canada population percentage of 38% to calculate the amount of product that will stay in Ontario.
We are resident in Ontario only, but ship nationally. We are not always aware of where the product ends up as some product goes to distribution centres. How would we then report for other provinces?	Please see answer above.
For national reporting, are we reporting national sales or total kilograms? How do we account for out-of-province sales by our distributors?	When reporting nationally, you may report the total kilograms for each province, or you may report your sales by percentage in each province.
Should unsaleable merchandise processed through a reclamation company be deducted from our reporting since they never make their way to the consumer?	As each of these cases is unique, please call our Steward Service Representatives at 1-888-980-9549 they will be happy to assist you.
Can we deduct for returns of expired or damaged product that is not sold to the consumer and returned to us for destruction?	Please see answer above.
We have a legal entity in Canada that we do filing for and a related company in the US that we file for separately. Is this OK or do	It is the decision of the company/organization to request one single account or to have two separate accounts. However, if reporting is being completed for a company outside of Canada, the Canadian

Question	Answer
we need to combine the numbers and file together?	affiliate will have to assume the reporting obligations of the non-Canadian company.
Do we only supply information for our branded products?	Yes, you only supply information for your branded products. In the event that you are a third party manufacturer and manufacture private label products for another company, usually a retailer, the retailer brand owner for whom you manufacture those products is the obligated steward.
Your answer to the branded question confused me – please clarify: no reporting for non-branded items? So, there is no need to report on private label products?	Brand owners of private label products do need to report these materials. If you are a third-party manufacturer of private label products, the retailer brand owner of those products is the obligated steward and must report and pay on that material supplied to consumers.
Is the presentation applicable to MHSW, EHF, CESA as well?	No, this presentation is applicable only to the packaging and printed paper stewardship programs in BC, MB, ON and SK.
If audited by a stewardship organization in 2013 (after May 31 st) does CSSA provide any support to the company? If so what type of support is provided?	If a steward is undergoing an audit or review initiated by one of the provincial stewardship organizations and believes CSSA can be of assistance during the audit or review process, the steward should ask for assistance and, if appropriate, CSSA will assist the steward to the best of its ability. During 2014, the role of CSSA in the review process will be clarified. CSSA supports audits and reviews, and executes quality assurance processes on behalf of provincial stewardship organizations through their desktop review process to help ensure that stewardship organizations are compliant with the relevant Program Plan, the stewards are compliant with the provincial regulations, the data used to measure program performance are understood and reasonably accurate and the costs are fairly distributed among stewards
How often should we expect to participate in an audit?	There is no definitive answer to this question given that the requirement for mandatory reviews and audits varies among provinces and changes over time. However, it is highly unlikely that any steward would be subject to a third party review more than once every three to five years. Only a small percentage of stewards are audited or reviewed by third parties in any given year. Also, the selection of the majority of stewards who are reviewed is risk based, stewards with a history of accurate reporting are less likely to be selected for review. Please note that all steward reports are reviewed for accuracy by the Steward Services Representatives as steward submit them to the WeRecycle Portal.
Do you have a feel for how many audits of reports were done in 2013?	It will vary province to province but as an example, approximately 15 Ontario steward reports are typically subject to third party review by Stewardship Ontario on an annual basis.
If my organization found out that we have over-reported in a previous year, can we	Yes, stewards may request adjustments to their reports in accordance with CSSA and the provincial



Question	Answer
make a correction of the previous reporting and get a credit? How many years can we go back?	stewardship organization policies and rules. These policies outline time limitations and the types of adjustments allowed such as reporting errors in weights, logic errors in spreadsheets etc. Adjustments will not be processed for changes in reporting methodology such as moving off a calculator to actuals. In select cases, large adjustments may be subject to third party review at the steward's expense.
What can be done about US companies flooding the province with product and them not choosing to be a voluntary steward? Are we being charged in the fees the cost of managing these orphan materials?	The provincial regulations are structured so that the obligation defaults to the "first importer", which by definition, has residency. Residency is a key component of provincial EPR regulations because the provinces do not have jurisdictional reach beyond their provincial borders to enforce these regulations. Also, please note that only companies that are Canadian-based can join as voluntary stewards. In all other cases the legal obligation defaults to the first importer.
Why don't you make these fees a consumer fee and collect it at the cash in the province that it is sold in and make these programs more efficient for everyone?	Typically, the fee per unit for packaging and printed paper would work out to be a fraction of a cent which would be very difficult for retailers to implement.
For trade associations and other service providers helping stewards – can we test/use the portal so we understand it and therefore can relate it better to our members?	CSSA would be pleased to provide trade associations with a demonstration of how the WeRecycle portal works, but for confidentiality and security reasons, these systems are only accessible by stewards and their legally designated representatives. That said, we strongly encourage stewards with questions about the portal to call the Steward Services team at 1-888-980-9549.
What does CBCRA stand for?	CBCRA stands for the Canadian Beverage Container Recycling Association. The CBCRA is an organization that assists beverage companies meet their stewardship obligations for beverage containers. In Manitoba there is a 75% recovery target for beverage containers.
We have been approached by people/ organizations who claim they can audit our process to ensure we have reported accurately and receive a refund from the various programs. Are these people genuine and what is the advantage or otherwise of using them?	CSSA cannot comment on organizations that are offering their services to stewards to review the accuracy of their reporting or claims that stewards may be eligible for refunds. We believe that our Steward Services team and our National Guidebook provide good support to stewards allowing them to prepare their reports accurately.
What is the status of Alberta?	Alberta is currently considering its packaging and printed paper stewardship options but there is no regulation at this time.

Question	Answer
Stewardship Ontario	
If a company is currently registered under the Stewardship Ontario program and will not be registering for any other Provincial programs, is it necessary to re-register under SO?	No, you do not need to re-register with Stewardship Ontario. All your previous registration data is still stored within the portal.
Will the Ontario report be submitted on Stewardship Ontario's website or on the CSSA site?	Ontario reporting is now submitted through the CSSA portal at: https://wecycle.cssalliance.ca/irj/portal
Regarding Ontario Blue Box program: At their portal, for the obligation year of 2014, sales volume 2012 is shown for reporting. When will the fee info be released for 2015? This is not visible. I presume 2013 sales volume will be used for the obligation year 2015.	2015 fees will be based on stewards' 2014 reports which are based on 2013 data. The 2015 fee schedule will be calculated once the 2014 reporting period ends. 2015 fees will be available for stewards in the Fall of 2014 once they are approved by the Stewardship Ontario and Waste Diversion Organization boards.
When reporting data for 2013, is it still acceptable to report provincially based on Statistics Canada's population percentage?	Yes, stewards are permitted to report based on percentage of population. Please contact the steward services team for more information on this type of reporting to ensure accuracy.
Ontario reports are due on May 31 even though the program rules have not yet been approved for 2014?	Yes, that is correct. Despite the fact that the 2014 Rules and Fee Schedule have not yet been approved by Waste Diversion Ontario, stewards must submit their 2014 reports (containing their 2013 data) by May 31 st . This data will be used to calculate the 2015 fees.
What is the due date for Blue Box reports in Ontario?	Steward 2014 reports for packaging and printed paper in Ontario are due on May 31 st .
For ON Blue box obligation year 2013 uses 2011 data. Then for obligation year 2014 where the reporting deadline is May 31 st , 2014, do we use 2012 data? But you mentioned 2014 reporting uses 2013 data.	For the steward reports due on May 31 st , 2014 you will report material data from 2013. It is the 2013 material data that will be used to calculate 2015 steward fees. We will communicate the 2015 fees to stewards in the fall of 2014.
Will the MHSW program still be quarterly?	MHSW stewards continue to report and pay invoices quarterly.
If I'm reporting nationally, but I'm a first importer of certain brands only in Ontario, how will this affect my reporting for other	You will report on your national brands nationally, but will also need to report your "first importer" Ontario-specific brands separately. Please call our Steward Services team at 1-888-980-9549 for help in preparing your report.

Question	Answer
provinces where I am not the first importer.	
We are currently registered with Stewardship Ontario. In 2013 we began shipping products outside of Ontario. What are the benefits of withdrawing from Stewardship Ontario and joining CSSA?	Stewards do not have an option to “join” CSSA. Stewards join each provincial organization in which they have stewardship obligations. CSSA provides services to MMBC, MMSW, MMSM and SO aimed at minimizing administrative costs and harmonizing some provincial program elements making it easier for stewards to fulfil their packaging and paper stewardship obligations in multiple provinces.
Ontario still does not have a voluntary steward option correct?	Correct, there is no voluntary steward provision with the Blue Box Program Plan because the Ontario government does not allow it
When will we receive the 2014 invoice for the Ontario blue box program?	Ontario stewards receive their first quarterly invoice from Stewardship Ontario in early April.
What is the fee for corrugated cardboard in Ontario?	As per this link to the 2013 fee schedule 2013 Blue Box Fee Schedule the fee for corrugated cardboard in Ontario is 8.39 cents/ kg.
Ontario’s definition shows blue box waste but what if we have paper packaging that does not go into the blue box and is not recyclable because it has an inner poly lining attached to it. Do we still report that material?	Legislation requires that stewards report and pay fees on all their obligated packaging regardless of whether or not it is collected by municipalities. In Ontario, the municipalities run the recycling systems and Stewardship Ontario, on behalf of stewards, reimburses them for 50% of the net costs of the Blue Box Program. It rests with municipalities to decide which materials they will collect and process beyond the five basic materials they are regulated to collect (i.e., aluminum cans, glass bottle and jars, newsprint, PET bottles and steel cans). See Regulation 101/94 for more information: http://www.e-laws.gov.on.ca/html/reg/english/elaws_regs_940101_e.htm .
Multi-Material Stewardship Western	
My company is resident in ON but a volunteer in BC, MB, and SK. Can we report everything on the May 31 st deadline?	Yes, you can report all your materials by May 31. The June 30 deadline for SK stewards is to allow more time for stewards to prepare their reports because it is a new program but you can complete your reports for all provinces by May 31 st if you wish.
For MMSW, is June 1 the deadline just to register and sign MA? Or also to submit reports too? Or are reports due June 30 for everyone regardless of voluntary steward or not?	The deadline for Voluntary Stewards to sign a Membership Agreement with MMSW is June 1, 2014. The deadline for resident stewards to sign a Membership Agreement is June 30 th . The deadline for all stewards to report their materials data to MMSW is June 30, 2014.
How does MMSW differ from Stewardship	The primary difference is between the MMBC program in British Columbia and the programs in



Question	Answer
BC and Manitoba?	<p>Saskatchewan, Manitoba and Ontario. The regulation in BC requires business to assume full financial and management responsibility for up to 75% of the packaging and printed paper they supply to BC residential consumers.</p> <p>The three other programs in Ontario, Saskatchewan and Manitoba are transfer payment programs where the municipalities continue to run the recycling systems and business must fund municipalities for whatever portion of the net costs is dictated by the regulation (50% in ON, 80% in MB and 75% in SK). There are other differences which are outlined in the new National Guidebook including:</p> <ul style="list-style-type: none"> ■ Obligated materials and excluded materials ■ Regulatory framework ■ Small business policies
If you are a first time steward and obligated to pay the minimum flat fee (\$150.00), do you have to report back to the year the program began and pay that amount for each year? Or start in 2014?	The MMSW program will begin on January 1, 2015 so there are no previous years for which stewards are responsible. The proposed flat fee requirement of \$150.00 for small businesses would be due each year that your business continues to meet the small business threshold.
What is the deadline for MMSW resident stewards for signing the Membership Agreement?	The deadline for signing Membership Agreements for stewards who are resident in Saskatchewan is June 30 th .
Did the regulation in Saskatchewan dictate the need for a membership agreement or was this a decision made by CSSA?	The Saskatchewan Regulation provides businesses with a choice of submitting a plan for the stewardship of their own materials or joining a collective agency, which is what MMSW is. MMSW requires a Membership Agreement from all its members because MMSW will be committing to fulfilling the requirements of the regulation on behalf of its members and so needs a commitment from members that they will report their materials and pay the required fees for the management of those materials.
When will the MMSW membership agreement be available? Will stewards receive an e-mail?	The MMSW membership agreement is available here . A webinar on the Membership Agreement is scheduled for May 13 th . Click here to register for the webinar.
Is the Membership Agreement available now for downloading and signature?	Please see answer above.
Multi-Material British Columbia	
When is the MMBC reporting date?	MMBC stewards must file their reports by May 31st



Question	Answer
Is a verification audit only required if there are follow up questions from MMBC?	All stewards are subject to an automated review of their reports at a minimum and CSSA's Steward Services team may contact stewards to solicit answers to questions that arise during their standard review of steward reports. Only a very small percentage of stewards are audited or reviewed by third parties in any given year. We encourage stewards to retain their records in the case that verification of their reports or methodology is required.
I have reviewed the list of stewards and there are companies who are not on the list that I feel should be. What is being done to ensure those companies are going to fulfil their obligations?	Please provide this information to our Stewards Services team and we will invite those companies to join MMBC. The BC Ministry, which is responsible for enforcing its regulation, has also been contacting companies that have not yet joined MMBC. They have recently mailed out over 500 letters to businesses that they believe are not complying with the regulation and have begun following up with phone calls.
We are a grocery distributor in BC that is a member of MMBC. We are aware of similar distributors that are not members. What is being done to bring them on board?	Please see answer above.
If you fit the definition of being an obligated steward, how can there be options to withdraw or join some other organization. If you are obligated should you just follow the rules?	A steward may wish to withdraw from MMBC if they discontinue business in that province or their business changes in such a way that they are no longer an obligated steward. However, for businesses that are obligated under the regulation, MMBC's Stewardship Plan is the only Plan that has been approved by the BC Ministry of Environment and therefore the only collective which stewards are currently able to join to fulfil their obligations under the regulation.
The revenue references for BC & SK for the exemption – are these for all revenues generated by a company in the province?	Yes the revenue thresholds refer to revenues earned in British Columbia or in Saskatchewan.
Can new stewards in BC sign and submit the new MA with their PPP 2013 reports by May 31 st ?	Yes, the deadline for stewards resident in British Columbia to sign a Membership Agreement and submit their 2014 reports (consisting of their 2013 data) is May 31 st . Please note that the deadline for voluntary BC stewards (i.e., brandowners not resident in BC) to sign a Membership Agreement is May 1 st , 2014.
Is the MMBC due date of May 31 st , 2014 for the first quarter or 2014?	MMBC stewards report their 2013 annual material data by May 31 st . Steward reporting is done once a year, and invoices are distributed quarterly.
Is the PPP material data for the year 2013 due May 31, 2014 for BC?	Yes, stewards report their material data based on 2013 data by May 31, 2014.
Are local governments members?	Local governments that supply printed paper and or packaging to BC residents are obligated stewards.
Are we able to switch to low volume	If you think you are a candidate for the Small Business exemption or would qualify as a low volume

Question	Answer
agreement if we previously registered under MMBC?	steward please contact Steward Services. To help you determine if you qualify, we invite you to use our Small Business Assessment tool. Click here to access the Small Business Assessment Tool. .
Please confirm if the BC Small Business exemption is for the entire program or is it exemption from reporting only?	<p>The proposed regulation by the BC government would exempt small businesses from all the obligations of the regulation. Steward would not be required to report or pay fees if they meet the proposed small business threshold. The proposed small business threshold is:</p> <ul style="list-style-type: none"> • Businesses with revenue less than \$1M or • Businesses that supply less than 1 tonne of obligated materials to BC residents, or • Businesses that are a single point of retail sale and are not supplied by or operated as part of a franchise, a chain or under a banner will be exempt from reporting.
What happens for stewards that have already accepted the MMBC Membership Agreement? Do we have to approve the new agreement once it is finalized?	If you have already signed a Membership Agreement with MMBC there is no need to sign another.
Are we going to have to sign a new membership agreement every time it is amended?	At this point in time if your company has signed a membership Agreement with MMBC you do not have to sign another.
Do we have to sign a new membership agreement with MMBC? Then it should refer to cancellation of the last signed agreement. What are the timelines for signup with the amended agreement?	If you have already signed a Membership Agreement with MMBC there is no need to sign another. If you have not signed a Membership Agreement with MMBC you are required to sign and submit it to MMBC by May 1 st if you are a voluntary steward and by May 31 st if you are a resident steward.
When you send the revised Membership Agreement, please ensure you also send a Word document with tracked changes so that it is easier for our legal department to review the new content.	Thank you for your suggestion. Please provide your legal department with the following note which outlines the changes to the 2014 Membership Agreement: 2014 Membership Agreement Explanatory Note . Alternatively, your legal department may contact stewards@multimaterialbc.ca or 1-888-980-9549 if they have further questions about the revisions to the 2014 MA.
We just joined MMBC retroactive to 2013. Do we need to re-sign the MA?	If you have already signed an MA with MMBC there is no need to sign another. If however, you have not yet signed a Membership Agreement with MMBC, please sign one and submit to MMBC prior to May 1 st if you are a voluntary steward and by May 31 st if you are a resident steward. A copy of the Membership Agreement can be found here: MMBC Membership Agreement 2014
Our company has yet to sign the MA due to some of these concerns. Where can we get	The Membership Agreement can be found here: MMBC Membership Agreement 2014 . A note outlining the changes to the MA this year can be found here: 2014 Membership Agreement



Question	Answer
<p>a copy of the current MA? What is the next steps to get us in-line with the program (assuming there are no further concerns with the MA).</p>	<p>Explanatory Note. Your next steps are to sign and submit the signed MA to MMBC (by May 1st if you are a voluntary steward and by May 31st if you are a resident steward). Please refer to this page: http://multimaterialbc.ca/stewards/register-and-report on the MMBC website for a step by step guide on how to register with MMBC and for detailed instructions on how to prepare your steward report which is due by May 31st.</p>
<p>We are just receiving this presentation on the changes to the MA. After the board meetings where these changes need to be approved, is there the possibility that some of the revisions presented may not be accepted?</p>	<p>No, the Membership Agreement has been approved and is available for signing here: MMBC Membership Agreement 2014.</p>
<p>Where can we get the revised Membership Agreement for MMBC? Is there one already for MMSW?</p>	<p>Please see answer above.</p>
<p>If someone leaves I assume they are paying their fees directly to the MoE? So, based on the termination clause would a steward who wants to leave pay twice? Why would other stewards have to pay more? Aren't we paying for our own material?</p>	<p>The government has approved MMBC Stewardship Plan and has entrusted MMBC with implementing the Plan on behalf of stewards in order to provide recycling services to BC residents. The Ministry of Environment is not involved in the delivery of these services, nor are they able to accept steward fees. If a steward decides to leave MMBC it may be because their business has changed in such a way that they are no longer an obligated steward or they now qualify as a small business under the Small Business Policy, or they have joined as a voluntary steward and have decided to discontinue their voluntary involvement.</p>
<p>Under what circumstances could a member terminate their contract?</p>	<p>Section 7.1.2 of the Membership Agreement sets out the terms under which an MMBC member can terminate the agreement. Essentially MMBC members can terminate the contract by notice to MMBC by May 1st of any calendar year. Within 30 days of notification you must fulfill your payment obligation for the remainder of the calendar year.</p>
<p>If we are a single, independent store under no banners, are we exempt even if our tonnage is above 5 tonnes?</p>	<p>Yes, that is correct. The proposed Small Business Regulation, as outlined by the BC MoE, states that companies that meet <u>either</u> the revenue <u>or</u> weight based threshold <u>OR</u> are a single point of retail sale and not supplied by or operated as part of a franchise, a chain or under a banner will be exempt from reporting.</p>
<p>If your organization has already registered and paid the first year fee, but will be exempt, how do we opt out of the program?</p>	<p>Assuming you are a BC steward and believe you will qualify for an exemption under the proposed Small Business Policy, we encourage you to call Steward Services at 1-888-980-9549 as they will need to review these cases on an individual basis.</p>



Question	Answer
<p>What about if we want to switch to low volume agreement and we were previously registered under MMBC?</p>	<p>CSSA has developed a Small Business Assessment tool to help small businesses determine if they qualify as either a small business or low volume vendor under the proposed BC small business policy. If your business meets the criteria of a low volume steward you must take the following two steps:</p> <ul style="list-style-type: none"> • Confirm your obligation on the WeRecycle portal as a low volume steward • Confirm your agreement with the MMBC membership terms and conditions on the WeRecycle portal. • Please contact Steward Services for assistance.
<p>For MMBC, do you know the approximate number of companies that are by definition stewards who are currently NOT registered or fulfilling their obligations, and what is being done to get them to fulfil their obligations?</p>	<p>MMBC is making every effort to identify obligated businesses and to inform them of their responsibilities under the Regulation. The Ministry of Environment is responsible for enforcing compliance with this regulation and has sent letters to over 500 businesses informing them of their obligations and they are following up with phone calls.</p>
<p>If our company doesn't use packaging and is just using paper are we NOT obliged to try to reduce and reuse?</p>	<p>Under the provisions of Section 5.4 of the MMBC Stewardship Plan, all MMBC members are obligated to adhere to the principles of the pollution prevention hierarchy to reduce, reuse and recycle. In fact, MMBC is required to report to the Minister with relevant information on what stewards are doing to reduce, reuse and improve recycling rate and or recyclability of their materials. This applies to both packaging and paper stewards.</p>
<p>Multi-Material Manitoba</p>	
<p>When I do to register, MMSM is not one of the programs available for selection. Why?</p>	<p>Please call Steward Services at 1-888-980-9549 and we will help walk you through this process.</p>
<p>I am an existing MMSM steward and would like one invoice for the year. How do I do this since I cannot go into the program registration section?</p>	<p>Please call Steward Services at 1-888-980-9549 and we will help you.</p>
<p>Is the MB reporting date May 31st as well?</p>	<p>Yes, the deadline for MMSM steward reports is May 31st.</p>
<p>In Manitoba, there are credits for Aluminum Packaging. Why are there no credits for steel or other metal packaging?</p>	<p>In Manitoba, stewards are responsible for funding 80% of the <u>net</u> cost of managing the packaging and printed paper recycling programs. The net costs represent the gross cost to manage each material through the recycling system, less the revenues received for the sale of that material to end markets. The commodity values for these materials fluctuate dramatically but the 2014 material fees for aluminum indicate a current high commodity value for aluminum which would suggest that the value</p>



Question	Answer
	received for the material is greater than the cost to collect and process that material. The other steel and metal packaging categories are not in that situation and the costs associated with managing that material are higher than the revenue received for the sale of that material for re-processing.
For MMSM, where do we get a new User ID as the old User ID is not working?	Please contact Steward Services and we will help you out with that.
EEQ	
Is there a stewardship reporting system for the province of Quebec?	Yes, EEQ has its own reporting system. Please visit their website at: http://www.ecoentreprises.qc.ca/
Is the province of Quebec part of CSSA?	No EEQ is not working with CSSA at this time.
Why is Quebec not included?	EEQ has a tremendous level of expertise and knowledge about the Quebec Packaging and Printed Paper (PPP) stewardship program. They have signaled their desire to work with CSSA and it is our hope that in time CSSA and EEQ will work much more closely together.
Are there any plans for EEQ to join CSSA anytime soon?	Please see answer above.
Is there any chance Quebec will become part of this group?	Please see answer above.
To clarify: EEQ is not part of your national overview. We must register separately and report all separately. If so, why are they not part of your one-stop program?	You must register and report to EEQ separately from the other provinces in which you are obligated. CSSA is working with EEQ to explore the opportunity of extending to EEQ members the benefits CSSA members currently enjoy.
What if CSSA starts a division in Quebec? We are already registered with Eco Entreprise Quebec since no CSSA equivalent.	Yes, if you are an obligated steward in Quebec you must be registered with EEQ. If EEQ does join CSSA at some future date we will communicate that with all stewards and advise them of any actions they need to take.