

Canadian Electrical Stewardship Association Annual Report to the Director

2014

Submitted to: Cameron Lewis (Director of Waste)
Executive Director
Waste Prevention
PO Box 9341, STN PROV GOVT
Victoria, BC V8W 9M1

Prepared by: Laura Selanders,
President, Canadian Electrical Stewardship Association
15 Allstate Parkway, Suite 601
Markham, ON L3R 5B4
(905) 752-2575

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1. EXECUTIVE SUMMARY

The CESA stewardship plan includes portable electrical appliances, powered by 120V 60 Hz input power or batteries, designed for use in the following categories:

	Product Category	Examples
Products within the plan	1. Kitchen Countertop – Motorized	Blender, coffee grinder, food processor, hand mixer
	2. Kitchen Countertop – Heating	Fondue pots, hot air corn poppers, panini press, toaster ovens, toasters
	3. Kitchen Countertop – Heating (coffee/tea)	Drip coffee makers, espresso/cappuccino makers, kettles, pod coffee makers
	4. Countertop Microwaves - 1 cu. ft. and over	
	5. Countertop Microwaves - less than 1 cu. ft.	
	6. Time Measurement & Display Devices	Clocks, timers
	7. Weight Measurement	Bathroom scales, countertop food scales, household body scales
	8. Garment Care	Garment steamers, household irons, clothes shavers
	9. Air Treatment	Aromatherapy machines, portable fans, portable heaters
	10. Desk and Tabletop Fans	Desktop fans, tabletop fans
	11. Full-size Floor Cleaning	Upright vacuum cleaners, floor care scrubber/polishers, robotic vacuums
	12. Smaller Floor/Surface Cleaning	Handheld vacuum cleaners, steam mops, stick vacuum cleaners
	13. Personal Care	Beard trimmers, curling irons, hair dryers, hot roller/curler set, toothbrushes, vanity mirrors with lighting
	14. Designated Very Small Items – Part 1 (categories 1-13)	Air fresheners, personal fans, razors (primary cell)
	15. Test and Measurement Tools	Laser level, emission analyzer, laser range meter
	16. Handheld Power Tools	Hand drill, sander, band saw
	17. Bench-top, Demolition and Free-Standing Power Tools	Table saw, drum sander, lathe
	18. Exercise Equipment	Treadmills, elliptical machines, cycling machines
	19. Sewing and Textile Machines	Sewing machines, embroidery machine, serger
	20. Sports, Leisure, Arts, Crafts & Hobby Devices	Mosquito traps, bubble machine, abdominal toning belt, cricut machine, air brusher, rock polisher
	21. Designated Very Small Items – Part 2 (categories 15-20)	Stud finder, glue gun, bike/fitness computer without GPS capability
Program Website	www.electrorecycle.ca (consumer and member-facing) *As of June 2015, www.cesarecycling.ca is no longer in existence)	

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Recycling Regulation Reference	Topic	Summary of 2014 Performance
Part 2, Section 8(2)(a)	Public Education and Strategies	<ul style="list-style-type: none"> - Strategies for public education included paid advertising, traditional media pitches, point-of-sale promotional brochures, consumer communications, event and experiential marketing, sponsorships, promoted collection drives, summer ambassador program and collaborations with other stewardship agencies - Consumer awareness survey concluded 73% of the BC population were aware of the program - Media mentions in communities around British Columbia, including publications with wide distribution, such as the Victoria Times Columnist with a total estimated reach of 2,400,000 impressions - Three large scale “Depot for a Day” events were hosted in BC’s major urban centres (Burnaby, Victoria, Vancouver), two of which focused on collection of personal care appliance through fundraising partnerships - Summer Ambassadors met face-to-face with different representatives from 26 local governments, 125 collection facility operators, visited 149 retail locations and attended 55 community events
Part 2, Section 8(2)(b)	Collection System and Facilities	<ul style="list-style-type: none"> - Primarily a drop-off system - Two product streams are defined for collection: “very large” (treadmills, elliptical, stationary bikes, very large power tools) and “regular” (all other products included in the program). - Network includes both advertised sites and non-advertised sites (e.g. thrift stores) - At the end of 2014, the program had 176 contracted collection sites, including 171 for regular products and 56 for very large products. Of the 176, 160 were advertised.

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Recycling Regulation Reference	Topic	Summary of 2014 Performance
		<ul style="list-style-type: none"> - In 2014, the collection network expanded to include 13 additional contracted collection facilities for CESA products
Part 2, section 8(2)(c)	Product Environmental Impact Reduction, Reusability and Recyclability	<ul style="list-style-type: none"> - AHAM Canada published their Sustainability standard for household portable and floor care appliances, a comprehensive sustainability standard for over 80 different small appliances. - Reduction in energy a typical small appliance utilizes - Reduction of packaging weight and volume - General trend to use more recyclable materials
Part 2, section 8(2)(d)	Pollution Prevention Hierarchy and Product / Component Management	<ul style="list-style-type: none"> - Recyclers were contracted directly to the program. - Recyclers must adhere to the EPSC Electronics Recycling Standard. - Recyclers must submit to conformance reviews by CESA or a third party auditor. - Over 90% of material commodities collected are recycled/ recovered.
Part 2, section 8(2)(e)	Product Sold and Collected and Recovery Rate	<ul style="list-style-type: none"> - 7,280,609 units products sold in 2014 as reported by members - Approximately 3,672,265 kg of CESA products collected in 2014
Part 2, section 8(2)(e.1)		See Section 7 for breakdown per regional district
Part 2, section 8(2)(f)	Summary of Deposits, Refunds, Revenues and Expenses	See Appendix B for the independently audited financial statements

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Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in Plan Performance		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	2014 Performance	Strategies for Improvement
1. Number of Collection Sites: 75 by the end of 2013; 100 by the end of 2014 ¹	176	n/a
2. Absolute Collection: CESA will have a 5% annual increase in total tonnage collected for each year between 2014 and 2016	Absolute collection for the program grew by 15% from 2013 to 2014	n/a
3. Accessibility: 95% of BC population with access by 2013	98.2% ²	n/a
4. Consumer Awareness: 62.5% (Part 1), 30% (Part 2) awareness in 2014 ³	73%	n/a

2. PROGRAM OUTLINE

The Canadian Electrical Stewardship Association (CESA) is a not-for-profit Product Stewardship Agency of manufacturers, brand owners and retailers of electrical small appliances, power tools, sewing machines, exercise, sports and leisure equipment, and arts, crafts and hobby devices. CESA's purpose is to assist manufacturers, brand owners and other legally obligated parties (e.g. retailers, importers or distributors) in their obligation to establish end-of-life product collection and recycling programs in all Canadian provinces and territories. CESA assists obligated companies by providing them the opportunity to become a member in an industry-governed and operated recycling program that will fulfill their legal obligations under the Regulation.

CESA is incorporated under the Canada Not-for-Profit Corporation Act and is governed by a Board of Directors. The Board of Directors is structured with the intent of ensuring equal representation between

¹ Targets regarding collection site accessibility do not apply to "very large" CESA products that may require special handling due to their size. These products represent a very small percentage of the total number of products in the ElectroRecycle program

² Accessibility not measured in 2014, using 2013 values

³ Consumer Awareness of the program as a whole is measured. Part 1 and Part 2 awareness is not measured independently

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manufacturers and retailers, by allowing representation from as many product categories as possible. Additionally, CESA works with manufacturer and retailer associations, who are observers to the CESA Board of Directors, including the Canadian Hardware and Housewares Manufacturers Association (CHHMA), the Association of Home Appliance Manufacturers Canada (AHAM) and the Retail Council of Canada (RCC).

In December 2009, the B.C. Ministry of Environment amended the Electronics and Electrical Product Category (Schedule 3) of the British Columbia Recycling Regulation (Reg. 449/2004, O.C. 995/2004), requiring an approved stewardship program for small appliances, as part of Phase 3, operational by October 2011. On October 1, 2011, CESA launched its “Part 1” program for small appliances under the “Unplugged” brand. As part of amendments to the Regulation, electrical and electronic tools, leisure and sports equipment were added as Phase 5, 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 was rebranded as ElectroRecycle. Fees applying to certain types of small household appliances under the program were then lowered on June 1, 2013. While the recycling fees on a number of other categories remained unchanged, no recycling fees were increased.

CESA has engaged Product Care Association (PCA) to act as Program Manager, overseeing the administration and day to day operations of the ElectroRecycle Program.

The ElectroRecycle program primarily uses a depot system, incorporating 176 contracted collection facilities around the province at the end of 2014. Occasionally, collection events have been used in rural areas where a collection facility does not exist.

More information about CESA and its members can be found at www.cesarecycling.ca. The consumer-facing website for the ElectroRecycle program is www.electrorecycle.ca.⁴

3. PUBLIC EDUCATION MATERIALS & STRATEGIES

In 2014, multiple, diverse communications tactics were employed to determine the best methods of reaching British Columbians and educating them about the ElectroRecycle Program. At the conclusion of the calendar year, an in-depth KPI analysis was performed, indicating which tactics performed best for the program and setting the course for a laser focused, highly informed plan in 2015. The following is a summary of the public education initiatives employed in 2014, which included program awareness studies, general and community-based social marketing, direct to consumer communications, the ElectroRecycle Summer Ambassador Program and stakeholder engagement.

⁴ In June 2015, CESA consolidated both member-facing and consumer-facing websites into one: www.electrorecycle.ca

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3.1 Program Awareness

The ElectroRecycle program commissioned a consumer awareness survey in October of 2014. The survey found a 73% awareness of a small appliance & power tool recycling program, which represents a 13% increase in consumer awareness since 2012. Of the 73% of the BC population that reported an awareness of the program, 50% said they would actually recycle their small appliances or power tools, suggesting a discrepancy between knowledge and behaviour. This survey is completed every second year, with the next anticipated survey in 2016.

3.2 General Marketing

ElectroRecycle also led a highly successful digital advertising campaign with the use of Google AdWords and online publications such as *BC Living*, *Vancity Buzz* and *Glacier REW*. This campaign ran from May to July and generated a total of 1,430,949 impressions and 2183 clicks. In June, print ads also ran in municipal calendars in White Rock, Mission, the Peace River, Kootenay Boundary, Chilliwack and Penticton. Advertisements promoting the ElectroRecycle program also ran on radio stations such as Z95.3 and The Shore.

The first ElectroRecycle digital depot signage was launched in December as part of a pilot project in which three collection facilities in different regions of the province participated. Participating depots agreed to host a large format digital display upon which a series of small appliance and power tool recycling educational videos would be run.

The ElectroRecycle Accepted Products Guide was also updated with a new layout and the addition of new products. Copies were mailed to all recycling depots accepting ElectroRecycle products as of December 1st, 2014.

CESA sponsored four major events including the RCBC Zero Waste Conference, the Recycling Council of Alberta's Waste Reduction Expedition, the Coast Waste Management Conference & Trade Show and RCBC's Trailer Trashed Competition.

3.2 Community-Based Social Marketing

The program channeled a significant portion of its advertising efforts to support community-based social marketing initiatives. These initiatives included community collection drives, large scale awareness and collection events incentivized by philanthropic fundraising, and heavily publicized, highly attended "Depot for a Day" media events. These events generated over 2 million consumer advertising impressions and resulted in a combined collection volume of more than 7,000 kg of program products.

Collection Drives

As a result of successful collection events in 2013, CESA continued to create partnerships with local community groups throughout B.C., hosting small recycling round-ups in 2014. A total of 28 collection

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events ran from March to November. Collection events ranged in approach from hosted depot barbecues to events independently hosted by engaged community groups. In this latter case, CESA provided a nominal honourarium for community groups to host the event, plus promotional support and event day supplies. Areas of focus were under-performing remote, or under-serviced areas, such as Mackenzie, Oliver, Golden and Valemount.

Fundraising Events

A total of four community fundraising events occurred in the target areas of Nanaimo, Abbotsford, Kamloops and Kelowna. These events were designed to encourage local communities to work together to recycle their products for a philanthropic cause, with a donation being made on a dollar per kilogram basis. These fundraising events generated an estimated 1,216,000 advertising impressions.

Depot for a Day Events

Three large scale, advertising-supported “Depot for a Day” events took place in BC’s dense population centres of Burnaby, Victoria and Vancouver. In Burnaby, *the ElectroRecycle Summer in the Park Recycling Challenge* aimed to set a new record for a single day collection event of small household appliances and power tools. This was ElectroRecycle’s most heavily attended event ever, with approximately 1,500 participants, 758 kg of accepted products collected, and extensive radio, print, social and digital advertising support.

The ElectroRecycle Hair Affair in Victoria was the kickoff to a month-long campaign in which B.C. residents were asked to recycle their old or broken electrical hair appliances in support of the Canadian Cancer Society’s Wig and Hair Bank. With a pledge to donate \$5 for every product collected throughout the province, ElectroRecycle succeeded in more than doubling the historical average collection rate for the month of September. 2,220 kg of hair appliances were collected over the course of the campaign, more than double the average collection volume for this time period.

The Mo Must Go! Event in Vancouver was identical to the very successful Movember campaign in 2013, with ElectroRecycle pledging a \$5 donation per electric razor, shaver or trimmer recycled to the Movember movement. The event took place over two days in the high traffic atrium of the Pacific Centre shopping centre in downtown Vancouver. The event saw an estimated walk-by traffic volume of over 10,000 people and received media attention from CKNW, Global News and CBC News. 658 razors were collected during the month-long campaign.

3.3 Media Coverage

2014 coverage of the ElectroRecycle program principally stemmed from the efforts of the Summer Ambassador Program and community-based social marketing tactics. CESA was featured in media stories in communities around British Columbia including the Lower Mainland, the Okanagan and Vancouver Island with total estimated reach of earned print, radio and web coverage was 2,400,000 impressions. Specifically, the ElectroRecycle program was featured in community newspaper coverage, spanning the

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province from as far North as Fort St. John through the Okanagan Valley and across Vancouver Island. Publications included the *Nanaimo News Bulletin*, *Kelowna Capital News*, *Osoyoos Times* and the *Victoria Times Columnist*. ElectroRecycle was also featured on local radio stations such as CKNW in Vancouver and Radio NL in Kamloops.

3.4 Website and Social Media

Between January 1 and December 31, 2014, the ElectroRecycle website (electrorecycle.ca) received 45,947 visits, 81.7% of which were unique visits, up 4.6% from 2013.

At the end of December 2014, ElectroRecycle had over 886 Twitter™ followers, up 46.4% from the end of 2013. The program-specific Facebook™ page and Instagram™ page, launched in October 2013, had 139 and 80 followers respectively at the end of the year. Campaigns to increase fan acquisition on both of these social media channels included ElectroRecycle's Ambassador Tour, community based social marketing tactics, and general social media maintenance and content development.

3.5 Consumer Communications

On an ongoing basis, consumers are able to ask questions or submit comments about the program through a number of channels. In 2014, these channels included an email submission box on the ElectroRecycle website, entitled "Ask ElectroRecycle," a general information email address, info@electrorecycle.ca, and a consumer inquiry toll-free phone number, 1-877-670-2372.

CESA partners with the Recycling Council of B.C. (RCBC) to provide Hotline and Recyclepedia depot location services. RCBC is a trusted public information resource used by BC consumers to learn about the 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, 2014, Product Care and RCBC collectively answered 6,478 phone and email consumer inquiries on products included in the ElectroRecycle Program.

3.6 Summer Ambassador Program

The 2014 CESA Community Ambassador Program employed six university students to travel the province raising public awareness of the program and building stakeholder relationships. The Ambassadors met with collection facility operators, local government representatives and retailers, and also attended community events.

ElectroRecycle Ambassadors travelled throughout 25 regional districts and 80 municipalities across the province, including the Kootenays, Central B.C. and the Okanagan, Vancouver Island, the Sunshine Coast, Northern B.C. and Metro Vancouver. They met with 26 Regional District and Municipal government representatives and 125 collection facility operators, visited 149 retail locations (up from 55 in 2013) and

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attended 55 community events; these latter events were over and above the 35 events hosted by the ElectroRecycle Program, described above in section 3.2. The 2014 Ambassador program was the subject of 14 earned media stories and connected with well over 10,000 people at events.

3.7 Depot Committee Meetings & Stakeholder Relations

To promote increased depot participation and to help increase collection rates, ElectroRecycle worked to engage depot operators in conversations about the program in 2014. A series of meetings held in the Kootenays, FVRD & Lower FVRD, North Island, South Island/Sunshine Coast, Squamish/Lillooet, Metro Vancouver, Thomson/Okanagan and Prince George brought together independent depot operators to discuss ways to increase collection rates and to provide feedback on the program. Operator impressions of the program were overwhelmingly positive and valuable insights were provided by more than 25 participants throughout the meetings.

In February of 2014, CESA hosted an invitational stakeholder meeting in Victoria, BC. The session, which was attended by more than 50 collection facility operators, regional district representatives, retailers, CESA leadership, ElectroRecycle staff and other guests, featured a speech from BC Minister of the Environment, the Honourable Mary Polack, and a keynote speech on progressive recycling in business by London Drugs Senior Vice President, Clint Mahlman.

ElectroRecycle issued quarterly program updates via branded e-newsletter to its email database of 667 members and subscribers. A May 2014 survey of members by CESA President, Laura Selanders, determined the nature and frequency of updates most preferred by newsletter recipients and content was tailored accordingly. Members found the newsletter information useful, preferring to hear news on legislative changes, within and outside of BC, as well as updates on CESA's efforts in other jurisdictions outside of BC. They requested a newsletter frequency of quarterly, preferably by email.

4. COLLECTION SYSTEM AND FACILITIES

CESA's collection network for the ElectroRecycle Program is primarily based on a drop-off system for the collection of program products. The system is, on occasion, augmented by the use of one-day collection events. In both cases, there is no charge to drop-off program products.

Collection facilities are located across the province, providing convenient access to British Columbians. Facilities are independently contracted by the program and include private drop-off centres, local government sites and service organizations. CESA defines two streams of products included in the program in sourcing collection facilities: "regular" and "very large items." Products that are considered "very large items" include treadmills, elliptical trainers, stationary cycling machines (Category 19) and large, free-standing power tools with built-in stands (select products in Category 17). All other products are considered "regular."

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At the end of 2014, the program had 176 contracted collection facilities for CESA products, of which 171 accepted regular CESA products and 56 accepted very large CESA products. The majority of very large items collection facilities overlap with regular product collection facilities.

Of the 176 contracted collection facilities, 160 were advertised sites, while 16 were unadvertised sites. Advertised collection facilities accept public drop-off of products included in the ElectroRecycle program (regular and/or very large items). Unadvertised sites do not allow public drop-off, and are not listed as a facility on the ElectroRecycle website or through RCBC; these include businesses that service the commercial or institutional sector through their regular business and offer direct pick-up of CESA products as a part of that service, as well as thrift stores.

A preliminary GIS analysis was conducted for the program at the end of 2013 to determine collection site accessibility. According to the SABC standard⁵, 98.2% of British Columbians had convenient access to a collection site for regular products included in the ElectroRecycle program. Throughout 2014, the collection network expanded to include 13 additional contracted collection facilities for CESA products, of which 8 accepted regular CESA products, 3 accepted regular and very large CESA products, and 2 accepted very large CESA products only. Of the 13 new collection facilities, 12 were advertised sites and 1 was an unadvertised site. In addition, 4 existing collection facilities expanded to accept very large CESA products in addition to regular CESA products. No collection facilities closed during 2014. Table 1 lists the number of contracted collection facilities (CFs) by Regional District, including those that accept regular products, very large items, advertised facilities and unadvertised facilities. Table 8 in Appendix A provides a complete list of collection facilities by Regional District contracted to participate in the ElectroRecycle program.

Table 1: Number of Collection Facilities by Regional District

Regional District	# of CF	Regional District	# of CF	Regional District	# of CF
Alberni Clayoquot	3	East Kootenay	2	Okanagan Similkameen	9
Bulkley Nechako	3	Fraser Fort George	3	Peace River	3
Capital	21	Fraser Valley	10	Powell River	2
Cariboo	4	Kitimat Stikine	2	Skeena-Queen Charlotte	3
Central Coast	2	Kootenay Boundary	2	Squamish Lillooet	5
Central Kootenay	4	Metro Vancouver	59	Strathcona	3
Central Okanagan	6	Mt. Waddington	2	Sunshine Coast	1
Columbia Shuswap	4	Nanaimo	4	Thompson Nicola	6
Comox Valley	2	North Okanagan	5	Total	176
Cowichan Valley	5	Northern Rockies	1		

⁵ defined as a 30-minute drive or less for those within urban areas and a 45-minute drive or less for those in rural areas of the province

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Both the ElectroRecycle and RCBC websites include map-based “depot finders” where consumers can search by city or postal code for their nearest collection facility for regular CESA products, and hours of operation.

In addition to the program’s drop-off collection facility system, CESA/ElectroRecycle participated in 35 collection events in 2014. Table 2 lists the number of collection events (CEs) by Regional District in which CESA participated.

Table 2: Number of Collection Events by Regional District

Regional District	# of CE	Regional District	# of CE	Regional District	# of CE
Capital	5	Fraser Fort George	3	Okanagan Similkameen	4
Central Kootenay	2	Fraser Valley	1	Squamish Lillooet	1
Columbia Shuswap	5	Kitimat Stikine	1	Thompson Nicola	3
Comox Valley	1	Metro Vancouver	8	East Kootenay	1
				TOTAL	35

5. PRODUCT ENVIRONMENTAL IMPACT REDUCTION, REUSABILITY AND RECYCLABILITY

The following is a summary of the efforts undertaken by producers to reduce the environmental impact associated with the production and use of small appliances.

5.1 Sustainability Standard

Members of the Association of Home Appliance Manufacturers Canada (AHAM Canada) continue to engage with the retail sector on the sustainability of home appliances. In August 2014, AHAM Canada published the “Sustainability Standard for household portable and floor care appliances”, a comprehensive sustainability standard, for over 80 different small appliances. The standard provides meaningful environmental performance information to consumers about products, with attributes that cover a product’s entire life cycle.

5.2 Energy Consumption during Use

The home appliance industry has increased the energy efficiency of its products considerably over the past two decades. The reduction in standby energy usage has been a major focus as well as the development of timer features, new electronic display technologies and EnergyStar® features. These developments have contributed to a reduction in the amount of energy a typical small appliance utilizes during use.

5.3 Packaging Design and Reduction

Small appliance producers have been actively working to maximize the use of pre-and/or post-consumer recycled materials without impacting the integrity of the product and its packaging, and to ensure proper protection of the product and the safety associated with handling of the entire package. Trends include the reduction in packaging weight and volume, more efficient use of packaging materials, the increased use of post-consumer recycled content and more recyclable materials, as well as a move towards using fewer chemicals and using more environmentally friendly pigments.

5.4 Material Use

Where feasible, manufacturers have included the responsible use of materials in product design. The AHAM Canada sustainability standard includes criteria on pre-and post-consumer recycled content in the product, reducing materials of concern, and material resource efficiency.

6. POLLUTION PREVENTION HIERARCHY AND PRODUCT / COMPONENT MANAGEMENT

CESA strives to manage collected materials as high on the pollution prevention hierarchy as possible where economically feasible and sustainable. As the program is designed for end-of-life electrical appliances, the collected products are shipped to processors where they are broken down into their component parts and recycled/recovered.

CESA contracts directly with all processors and recyclers who handle CESA's collected material. CESA's processors are required to conform to the Electronics Product Stewardship Canada (EPSC) Electronic Recycling Standard, as it is becoming the industry standard for like-products (eg. electrical, electronic, battery-operated, OPEIC, white goods, etc). The EPSC Electronic Recycling Standard defines the minimum requirements for handling end-of-life electronics, and contains many requirements with which the processor must comply, such as environmental, occupational health and safety, and material handling requirements. CESA also contractually requires that all processors submit to performance reviews by CESA or a third-party auditor as required.

CESA's processors are required to submit annual reports to CESA, which include the percentage of material collected by commodity, as well as the expected downstream process for each commodity. Given that CESA accepts a wide variety of over 300 products, materials are reported out by commodity only, and not by product type or component.

Table 3 provides the percentage material commodity information from the recycler who processed the majority of CESA's total product weight collected in 2014, as well as a description of the downstream process for each commodity. Due to the complexity of the disassembly process, it is difficult for commodities to be completely segregated for measurement purposes. Accordingly, CESA's processor made estimates based on industry knowledge for 11% of the total reported values (7.3% of ferrous metals,

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0.5% of wire and cables, 3.1% of copper and 0.1% of circuit boards), in cases where it was difficult to separate items into their pure material commodities.

In 2014, CESA used three processors to process program materials. The processor responsible for the smaller portion of the volume was replaced at the end of the third quarter of the year. All processors provided data on processed volumes, but for two processors (who processed the smallest volume of program materials during the year) supporting documentation was insufficient to verify to assurance levels required by audit standards. As a result, the program assumed a proportional breakdown of commodities for these processors similar to that of CESA's main processor.

For the processor data outlined below, the majority of commodities achieve end-fate within North America, though a proportion of circuit boards are sent overseas.

Table 3: Percent of Weight Collected by Material Commodity in 2014

Material Commodity	Reuse	Recycle	Recovery	Landfill	% of Total Weight	Downstream Process
Ferrous Steel		X			66.7%	Sold as a commodity
Plastics		X			14.8%	Pelletized for reuse
Aluminum		X			6.0%	Sold as a commodity/smelting
Wire and Cables		X			4.4%	Smelting
Copper		X			3.2%	Sold as a commodity; smelting
Glass		X			1.1%	Crushed for reuse / smelting
Circuit Boards		X			0.9%	Smelting
Refuse				X	0.9%	Landfill
Rechargeable Batteries		X			0.7%	Smelting
Paper Based Materials			X		0.6%	Recovery
Non Rechargeable Batteries					0.5%	Smelting
Heating Oil	X		X		0.2%	Recovery / Reuse

The estimated greenhouse gas (GHG) impact of the recycling of small appliances and power tools was calculated using a GHG emission inventory tool developed specifically for CESA by a third party based on nationally and internationally recognized reference protocols and standards.^[1] Based on the limited available information from downstream processors and the numerous assumptions that had to be made to determine the GHG impact, the final GHG emission numbers are accurate to only one significant digit.

^[1] The estimated greenhouse gas emissions associated with the recycling of small appliances and power tools was not subject to independent third-party assurance.

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The GHG emissions for 2014 were estimated based on these calculations, to be 8,000 tonnes of equivalent carbon dioxide (CO₂e). This value is based on 2.2 tonnes of CO₂e generated per tonne of material managed.

7. PRODUCT SOLD AND COLLECTED

7.1 Product Reported Sold

The number of CESA products sold, as reported by CESA members for the year 2014, in British Columbia was 7,280,609 units. A member audit program was initiated by CESA in 2014 and showed favourable results, supporting member self-reporting as a reliable and cost-effective source of sales data.

7.2 Product Collected

As CESA has done in previous annual reports, the total amount collected for 2014 is reported below, in place of a recovery rate. In 2014, the Ministry of Environment approved a 5% annual increase over the 2013 baseline in the amount collected target, by tonnage, for 2014, 2015 and 2016. With trends to reduced overall product weight and changes in materials composition, CESA will continue to gather data through ongoing operations, manufacturer inputs and additional research, to fully understand the trends to better report on a recovery rate that is both meaningful and realistic. Table 3 illustrates the approximate volumes collected (not including very large items) by Regional District in 2014.

7.2.a Very Large Products

Very large products collected under the program are managed as scrap metal by each contracted collection site outside of the program through the market-driven metal recycling industry. As part of the contract, the majority of collection sites are still required to submit monthly unit-based tracking forms to the program that report the number of very large products collected. In 2014, 2,228 pieces of large exercise equipment and 1,179 pieces of large power tools were collected, according to tracking sheets submitted to the program by required contracted collection facilities.

7.2.b Regular Products

According to weights reported to the program by contracted consolidation facilities, the program collected approximately 3,672,265 kg of regular CESA products between January 1 and December 31, 2014 from contracted collection facilities, large volume end-users and collection events.

In an effort to reduce consumer confusion between stewardship programs, provide “one-stop-shops” for residents, create efficiencies at the collection facility level and find synergies between stewardship programs, CESA continues to partner with Product Care Association’s LightRecycle program, allowing co-mingling of residential light fixtures with ElectroRecycle products in CESA’s collection bags at regular

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collection facilities. The reported collection tonnage is net of the fixture tonnage. The weight of LightRecycle material is netted out of the tonnage using the following sampling method:

For the 2014 reporting year, CESA used three recyclers for the processing of program materials. Collections from one recycler comprised the majority of total program material weight collected in 2014. This recycler was obligated by contract to submit monthly sampling reports for 10% of CESA's collection material processed by the recycler. The data from the sampling reports was extrapolated to determine the total proportion of CESA products collected versus the proportion of LightRecycle products collected in each particular month. This percentage was applied to the weight of every pick-up from contracted collection facilities during that month. The same process was also in effect for the other two recyclers, where one replaced the other in the last quarter of 2014. These two processors shared the remainder of total program material weight collected in 2014.

Table 4: Approximate Weights Collected by Regional District for Regular Products and Collection Events in 2014

Regional District	Approximate Weight Collected (kg)	Regional District	Approximate Weight Collected (kg)
Alberni Clayquot	20,397	Kootenay Boundary	45,363
Bulkley Nechako	10,097	Metro Vancouver	1,709,096
Capital	399,296	Mount Waddington	12,338
Cariboo	16,426	Nanaimo	183,433
Central Coast	3,037	North Okanagan	96,395
Central Kootenay	43,713	Northern Rockies	727
Central Okanagan	335,378	Okanagan-Similkameen	93,338
Columbia Shuswap	38,349	Peace River	37,206
Comox	41,196	Powell River	13,001
Cowichan Valley	66,098	Skeena Queen Charlotte	12,182
East Kootenay	27,912	Squamish Lillooet	45,290
Fraser Fort George	62,086	Strathcona	19,120
Fraser Valley	209,100	Sunshine Coast	27,986
Kitimat Stikine	14,463	Thompson Nicola	89,242

8. SUMMARY OF REVENUES AND EXPENDITURES

Table 5, below, lists the 21 product categories included in CESA's ElectroRecycle program, with applicable environmental handling fee (EHF) rates. Fee rates for categories 15-21 were introduced on July 1, 2012. When the program launched in 2011, CESA indicated the fees would be reviewed within two years and adjusted if necessary. As a result of this review, fees applying to certain types of small household appliances under the program were reduced on June 1, 2013. While the recycling fees on a number of other categories remained unchanged, no recycling fees were increased. CESA has been working to streamline its collection, transportation and processing procedures while maintaining its high environmental standards. These efforts have resulted in lower operating costs in many areas of the

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program. These lower costs combined with better information on the BC sales volumes for different products collected under the program resulted in the reduction of recycling fees for a number of product categories.

Table 5: CESA Product Categories and Environmental Handling Fees

Product Category		Fee Rate Per Unit, effective June 1, 2013
1	Kitchen Countertop – Motorized	\$ 0.75
2	Kitchen Countertop – Heating Appliances (toasters)	\$ 1.25
3	Kitchen Countertop – Heating Appliances (coffee/tea)	\$ 1.00
4	Microwave – 1 cu. ft. and over	\$ 10.00
5	Microwave – under 1 cu. ft.	\$ 6.25
6	Time Measurement & Display Devices	\$ 0.50
7	Weight Measurement	\$ 0.50
8	Garment Care Appliances	\$ 1.00
9	Air Treatment Appliances	\$ 1.00
10	Desk and Tabletop Fans	\$ 1.25
11	Full-Size Floor Cleaning Appliances	\$ 2.50
12	Smaller Floor/Surface Cleaning Appliances	\$ 0.75
13	Personal Care Appliances	\$ 0.50
14	Designated Very Small Items – Part 1 (categories 1-13)	\$ 0.25
15	Test and Measurement Tools	\$0.75
16	Hand-held Power Tools	\$ 1.25
17	Bench-Top, Demolition, Free-Standing Power Tools	\$ 2.75
18	Sewing / Textile Machines	\$ 2.75
19	Exercise Machines	\$ 4.25
20	Sports, Leisure, Arts, Crafts and Hobby Devices	\$ 0.75
21	Designated Very Small Items – Part 2 (categories 15-20)	\$ 0.25

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

9. PLAN PERFORMANCE

CESA continues to assess the performance of the ElectroRecycle Program with quantitative measures, in response to the commitments in its stewardship plans. Even though the ElectroRecycle program exceeds performance targets, CESA is working on maintaining performance while continuously improving all aspects of the program including operational efficiencies, cost efficiencies, awareness, and collection volumes.

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Table 6: 2014 Program Performance Targets

Performance Measure	Plan Target	2014 Results	Strategies for Improvement
# of Collection Sites	75 by the end of 2013; 100 by the end of 2014	176	Not applicable
Absolute Collection and Recovery Rate (if applicable)	5% annual increase in total tonnage collected for each year between 2014 and 2016	Absolute collection for the program grew by 15% from 2013 to 2014.	Not applicable
Report annually on the estimated greenhouse gas (GHG) impact of the program	Not applicable	GHG emissions for 2014 were estimated to be 8,000 tonnes of equivalent carbon dioxide (CO ₂ e). This value is based on 2.2 tonnes of CO ₂ e generated per tonne of material managed.	Not applicable

Consumer awareness and accessibility targets were originally set differently for Part 1 products (small appliances) and Part 2 products (power tools etc.), as outlined in the Part 1 and Part 2 stewardship plans. However, consumer awareness and accessibility are assessed for the program as a whole and reported together here as there is no feasible way to distinguish between Part 1 and Part 2. Consumer awareness levels were determined through the use of a third-party, independent consumer awareness survey. Accessibility data was determined through use of a Geographic Information System (GIS) analysis, where “access” is defined as within a 30-minute drive of an ElectroRecycle collection site for those living in urban areas, and within a 45-minute drive for those living in rural areas.

Table 7: Consumer Awareness and Accessibility Targets – Part 1 & 2

Performance Measure	Original Target	Baseline Data	Result
Part 1: Consumer Awareness	62.5% by 2014; 65% by 2016	60% in 2012	73% in 2014 ⁶
Part 2: Consumer Awareness	30% by 2014; 40% by 2016		
Part 1: % of population with access to a collection site	95%	96% in 2011	98.2% in 2013 ⁷
Part 2: % of population with access to a collection site	90% by end of 2014	98.2% in 2013	

⁶ Consumer Awareness was measured together for both parts 1 and 2

⁷ Accessibility for Part 1 and 2 products is the same across the province. Accessibility was not measured in 2014. Targets regarding collection site accessibility do not apply to “Very Large” CESA products that may require special handling due to their size (see Section 4 for definitions). These products represent a very small percentage of the total number of products in the ElectroRecycle program.

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APPENDIX A: COLLECTION FACILITY NETWORK

Table 8 shows locations of contracted CESA collection facilities. The column titled “Changes in 2014” denotes additions and closures since the previous reporting date, December 31, 2013.

Table 8: CESA Collection Network, Including Changes in Sites in 2014

Collection Facility	City	Regional District	Depot Type	Change in 2014
Abbotsford Bottle Depot	Abbotsford	Fraser Valley	Regular	
Abbotsford Community Services Recycling	Abbotsford	Fraser Valley	Bulky & Regular	
Agassiz Bottle Depot	Agassiz	Fraser Valley	Regular	
Aldergrove Bottle Depot	Aldergrove	Metro Vancouver	Bulky & Regular	
Alpine Disposal & Recycling	Langford	Capital	Bulky & Regular	
Armstrong Spallumcheen Bottle Depot	Armstrong	North Okanagan	Regular	
Asset Investment Recovery – Glanford	Victoria	Capital	Regular	
Asset Investment Recovery – Surrey	Surrey	Metro Vancouver	Regular	
Augusta Recyclers (non-advertised)	Powell River	Powell River	Bulky Only	
B&D Bottlers Ltd. / Revelstoke Bottle Depot	Revelstoke	Columbia Shuswap	Regular	
Bee-Line Courier (100 Mile House)	100 Mile House	Cariboo	Regular	
Bee-Line Courier (Williams Lake)	Williams Lake	Cariboo	Regular	
Bella Coola Recycling Depot	Bella Coola	Central Coast	Regular	
Bills Bottle Depot	Salmon Arm	Columbia Shuswap	Regular	
Bings Creek Solid Waste Mgmt Complex	Duncan	Cowichan Valley	Bulky & Regular	
Bottle Depot (Queens)	Victoria	Capital	Regular	
Bottle Depot (Saanich)	Saanich	Capital	Regular	
Boucherie Bottle Depot & Self Storage	West Kelowna	Central Okanagan	Regular	
Brentwood Thrift Store	Brentwood Bay	Capital	Regular	
Bridgeview Return-It	Surrey	Metro Vancouver	Regular	
Bulkley Valley Bottle Depot	Smithers	Bulkley Nechako	Regular	
Campbell Mountain Sanitary Landfill	Penticton	Okanagan Similkameen	Regular	

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Campbell River Waste Management Centre	Campbell River	Strathcona	Bulky Only	New addition - Aug. 11, 2014
Carney's Waste Systems - Squamish	Squamish	Squamish Lillooet	Regular	
Castlegar Return-It Depot	Castlegar	Central Kootenay	Regular	
Cedar Hill Thrift Store (non-advertised)	Victoria	Capital	Regular	
Chasers Bottle Depot Ltd.	Vernon	North Okanagan	Regular	
Chetwynd Lions Recycling	Chetwynd	Peace River	Regular	
Chilliwack Bottle Depot Ltd	Chilliwack	Fraser Valley	Regular	
CM Recycling Ltd. (FKA Cariboo Metal Recycling)	Quesnel	Cariboo	Bulky & Regular	Added bulky items - Nov.7, 2014
Columbia Bottle Depot – Dease	Kelowna	Central Okanagan	Bulky & Regular	
Columbia Bottle Depot - St. Paul	Kelowna	Central Okanagan	Bulky & Regular	
Comox Valley Waste Management Centre	Cumberland	Comox Valley	Bulky Only	New addition - Aug. 11, 2014
Coquitlam Return-It Depot	Coquitlam	Metro Vancouver	Regular	
Courtenay Return-It Depot	Courtenay	Comox Valley	Regular	
Cranbrook Bottle Depot	Cranbrook	East Kootenay	Regular	
D&G Recycling (Tsawassen Bottle Depot)	Tsawassen	Metro Vancouver	Regular	
D.C. Campbell Recycling Ltd.	Dawson Creek	Peace River	Bulky & Regular	
East 12th Avenue Thrift Store	Vancouver	Metro Vancouver	Regular	
Edmonds Return-It Depot	Burnaby	Metro Vancouver	Regular	New addition - May 26, 2014
Fell Avenue Thrift Store (non-advertised)	North Vancouver	Metro Vancouver	Regular	
Fernie Bottle Depot	Fernie	East Kootenay	Regular	
Fleetwood Bottle Return Depot	Surrey	Metro Vancouver	Regular	
Fraser Lake Bottle Depot	Fraser Lake	Bulkley Nechako	Regular	
Fraser Valley Return-It Depot	Langley	Metro Vancouver	Regular	
FSJ Eco-Depot Recycling Centre	Ft. St. John	Peace River	Regular	
Galiano Island Recycling	Galiano Island	Capital	Regular	

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Collection Facility	City	Regional District	Depot Type	Change in 2014
General Grant's Sahali (FKA Full Refund Bottle Depot)	Kamloops	Thompson Nicola	Regular	
General Grant's North Shore Bottle Depot	Kamloops	Thompson Nicola	Regular	
Gibsons Disposal Ltd.	Gibsons	Sunshine Coast	Regular	
Go Green Depot & Recycling	Vancouver	Metro Vancouver	Regular	
Gold Trail Recycling	100 Mile House	Cariboo	Bulky & Regular	
Grand Forks Bottle Depot	Grand Forks	Kootenay Boundary	Regular	
Granville Thrift Store (non-advertised)	Vancouver	Metro Vancouver	Regular	
Guildford Bottle Depot	Surrey	Metro Vancouver	Regular	New addition - Oct.10, 2014
Haney Bottle Depot	Maple Ridge	Metro Vancouver	Regular	New addition - Feb.24, 2014
Hart Return-It Depot	Prince George	Fraser Fort George	Regular	
Hartland Recycling Depot	Victoria	Capital	Bulky & Regular	
Heiltsuk Environmental Bella Bella Eco-Depot	Bella Bella ⁸	Central Coast	Bulky & Regular	
Hillside Thrift Store	Victoria	Capital	Regular	
Hope Bottle Depot Ltd	Hope	Fraser Valley	Regular	
Houston Recycling	Houston	Bulkley Nechako	Bulky & Regular	
Interior Freight & Bottle Depot	Vernon	North Okanagan	Bulky & Regular	
Ironwood Bottle Depot	Richmond	Metro Vancouver	Regular	
Island Return-It Recycling Centre Campbell River (FKA Campbell River Bottle Depot)	Campbell River	Strathcona	Bulky & Regular	
Island Return-it Recycling Centre Duncan (FKA Cowichan Valley Bottle Depot)	Duncan	Cowichan Valley	Bulky & Regular	
Island Return-it Recycling Centre Esquimalt (FKA Westshore Bottle Depot)	Esquimalt	Capital	Regular	

⁸ 2013 Annual Report listed this depot as being Bella Coola

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Island Return-It Recycling Centre Sidney (FKA Sidney Bottle Depot)	Sidney	Capital	Bulky & Regular	
Islands Solid Waste Management – Port Clements	Port Clements	Skeena-Queen Charlotte	Regular	New addition - Feb.6, 2014
Islands Solid Waste Management – Queen Charlotte	Queen Charlotte	Skeena-Queen Charlotte	Regular	New addition - Oct.1, 2014
J&C Bottle Depot	Penticton	Okanagan Similkameen	Regular	
Junction Bottle Depot	Ladysmith	Cowichan Valley	Regular	
Keremeos Sanitary Landfill	Keremeos	Okanagan Similkameen	Regular	
Kerrisdale Thrift Store (non-advertised)	Vancouver	Metro Vancouver	Regular	
Kitchener Bottle Depot Ltd.	Burnaby	Metro Vancouver	Regular	
Kitimat Understanding the Env. Soc. (KUTE)	Kitimat	Kitimat Stikine	Regular	
Ladner Bottle Depot Co. Ltd.	Delta	Metro Vancouver	Bulky & Regular	Added bulky items - Jul.18, 2014
Langford Thrift Store (non-advertised)	Langford	Capital	Regular	
Langley Bottle Depot	Langley	Metro Vancouver	Bulky & Regular	
Langley Thrift Store	Langley	Metro Vancouver	Regular	
Lee's Bottle Depot	Burnaby	Metro Vancouver	Regular	
Lillooet Waste & Recycling Centre	Lillooet	Squamish Lillooet	Bulky & Regular	
Lorne Street Bottle Depot	Kamloops	Thompson Nicola	Regular	
Lougheed Return-It Depot Inc.	Coquitlam	Metro Vancouver	Regular	
Maple Ridge Bottle Depot	Maple Ridge	Metro Vancouver	Regular	New addition - Oct.7, 2014
Maple Ridge Recycling Depot	Maple Ridge	Metro Vancouver	Bulky & Regular	
Mayne Island Recycling Society (MIRS)	Mayne Island	Capital	Regular	
Meade Creek Recycling Drop-off Depot	Lake Cowichan	Cowichan Valley	Bulky & Regular	
Merritt Return-It Depot (FKA George Hale Transfer Ltd)	Merritt	Thompson Nicola	Regular	

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Mill Bay Thrift Store	Mill Bay	Capital	Regular	
Mission Flats Landfill	Kamloops	Thompson Nicola	Bulky & Regular	
Mission Recycle Center Ltd.	Mission	Fraser Valley	Regular	
Mission Recycling Depot	Mission	Fraser Valley	Bulky & Regular	
Nanaimo Recycling Exchange Society	Nanaimo	Nanaimo	Bulky & Regular	
Nelson Leafs Recycling Center	Nelson	Central Kootenay	Regular	
New Life Furniture and Recycling	Creston	Central Kootenay	Regular	
New Westminster Thrift Store	New Westminster	Metro Vancouver	Regular	
Newton Bottle Depot	Surrey	Metro Vancouver	Bulky & Regular	
North Burnaby (Hastings) Thrift Store (non-advertised)	Burnaby	Metro Vancouver	Regular	
North Shore Bottle Depot	North Vancouver	Metro Vancouver	Regular	
North Shuswap Bottle Depot	Chase	Thompson-Nicola	Regular	
North Van Recycling Ltd	North Vancouver	Metro Vancouver	Regular	
North Vancouver Thrift Store	North Vancouver	Metro Vancouver	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.	Parkville	Nanaimo	Bulky & Regular	
Peerless Road Recycling Drop-off Depot	Ladysmith	Cowichan Valley	Bulky & Regular	
Pemberton Recycling Centre	Pemberton	Squamish Lillooet	Regular	
Pender Island Recycling Society (PIRS)	Pender island	Capital	Bulky & Regular	
PG Recycling & Return-It Centre	Prince George	Fraser Fort George	Bulky & Regular	

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Pitt Meadows Bottle & Return-it Depot Ltd.	Pitt Meadows	Metro Vancouver	Regular	
Planet Earth Recycling Ltd.	Westbank	Central Okanagan	Bulky & Regular	
Port Coquitlam Thrift Store	Port Coquitlam	Metro Vancouver	Regular	
Port Hardy Return-It Centre ⁹	Port Hardy	Mt. Waddington	Regular	
Powell Street Bottle Depot	Vancouver	Metro Vancouver	Regular	
Pud's Auto Wrecking and Towing	Osoyoos	Okanagan Similkameen	Bulky Only	
Queensborough Landing Return-it	New Westminster	Metro Vancouver	Bulky & Regular	Added bulky items - Apr.3, 2014
R&T Bottle Depot	Abbotsford	Fraser Valley	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	New addition - Apr.3, 2014
Regional Recycling Fremont (FKA Nanaimo Bottle Depot - Fremont)	Nanaimo	Nanaimo	Bulky & Regular	
Regional Recycling Nanaimo	Nanaimo	Nanaimo	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	
Richmond Recycling Depot	Richmond	Metro Vancouver	Bulky & Regular	
Saanich Thrift Store (non-advertised)	Saanich	Capital	Regular	
Salt Spring and Southern Gulf Islands Comm. Services Society	Salt Spring Island	Capital	Bulky & Regular	
Salvation Army - Lower Mainland Divisional	Langley	Metro Vancouver	Bulky & Regular	
Salvation Army - Prince George	Prince George	Fraser Fort George	Regular	

⁹ Port Hardy Return-It Centre has been a CESA collection facility since March 2013, but was not included in the 2013 Annual Report.

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Salvation Army - Victoria Consolidation Centre	Victoria	Capital	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	
Scott Road Bottle Depot Ltd.	Surrey	Metro Vancouver	Regular	
Semiahmoo Bottle Depot	Surrey	Metro Vancouver	Bulky & Regular	
Seven Mile Landfill and Recycling Centre	Port McNeill	Mt. Waddington	Bulky & Regular	
Sherwood's Auto Parts	Port Alberni	Alberni Clayoquot	Bulky Only	
Skeena Queen Charlotte - Regional Recycling	Prince Rupert	Skeena-Queen Charlotte	Bulky & Regular	
Sooke Thrift Store	Victoria	Capital	Regular	
Sorrento Bottle Depot	Sorrento	Columbia Shuswap	Regular	
South Van. Bottle Depot (Zims) Ltd.	Vancouver	Metro Vancouver	Regular	
Steveston Return-it Depot	Richmond	Metro Vancouver	Regular	
Sunset Coast Bottle Depot	Powell River	Powell River	Regular	
Surrey Central Return-It Centre	Surrey	Metro Vancouver	Regular	
Surrey Thrift Store (non-advertised)	Surrey	Metro Vancouver	Regular	
T2 Market	Oliver	Okanagan Similkameen	Regular	
Terrace Bottle & Return-It Depot	Terrace	Kitimat Stikine	Regular	
The Bargain Bin	Castlegar	Central Kootenay	Regular	
The Battery Doctors	Kelowna	Central Okanagan	Regular	
The Hut Bottle Depot	Princeton	Okanagan Similkameen	Regular	New addition - Oct.10, 2014
The Re-Use-It Centre	Whistler	Squamish Lillooet	Regular	
The Salvation Army Alberni Valley	Port Alberni	Alberni Clayoquot	Regular	
Trail Bottle Depot	Trail	Kootenay Boundary	Bulky & Regular	
Ucluelet Bottle Depot	Ucluelet	Alberni Clayoquot	Regular	
Urban Impact Recycling (non-advertised)	Richmond	Metro Vancouver	Regular	

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Collection Facility	City	Regional District	Depot Type	Change in 2014
Vancouver Central Return-It Depot	Vancouver	Metro Vancouver	Regular	
Vancouver West Bottle Depot Ltd.	Vancouver	Metro Vancouver	Regular	New addition - Jul.10, 2014
Venture Bottle Depot	Lumby	North Okanagan	Regular	New addition - Mar.18, 2014
Venture Training	Vernon	North Okanagan	Bulky & Regular	
Victoria Thrift Store (non-advertised)	Victoria	Capital	Regular	
View Royal Thrift Store	View Royal	Capital	Regular	
Village of Gold River	Gold River	Strathcona	Bulky & Regular	
Walnut Grove Bottle Depot Ltd.	Langley	Metro Vancouver	Regular	
Wastech Services (non-advertised)	Coquitlam	Metro Vancouver	Bulky & Regular	New addition - Jul.28, 2014
West 4th Avenue Thrift Store (non-advertised)	Vancouver	Metro Vancouver	Regular	
West Broadway Thrift Store (non-advertised)	Vancouver	Metro Vancouver	Regular	
West Van Thrift Store (non-advertised)	West Vancouver	Metro Vancouver	Regular	
White Rock Thrift Store (non-advertised)	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	

APPENDIX B: AUDITED FINANCIAL STATEMENTS

APPENDIX C: INDEPENDENT ASSURANCE REPORT