

British Columbia 2016 Annual Report

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1. Executive Summary

Products within plan	Dry cell batteries weighing less than five kilograms (rechargeable and single-use)
Program website	www.call2recycle.ca http://www.call2recycle.ca/british-columbia

Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(a)	Public Education Materials and Strategies	<ul style="list-style-type: none"> Acting on the findings of our research on consumer recycling behaviour conducted in 2015, we focused on increasing battery recycling activity among non-recyclers and people who hoard their used batteries. Introduced successful seasonal campaigns to connect battery recycling with events that naturally align with battery disposal. Partnered with Science World, Earth Day Canada, Earth Rangers, and WE Day on recycling awareness and battery collection initiatives, and we staged the BC Recycles Ambassador Tour program for second consecutive year. Offered various retailer point-of-sale promotions, online and print advertising, public displays, promotional events, partnerships and sponsorships, website and social media promotions and a toll-free phone number.
Part 2, section 8(2)(b)	Collection System and Facilities	<ul style="list-style-type: none"> Call2Recycle offers battery recycling options to the Retail, Business Services, Government, and Manufacturing sectors. A collection facility may be accessible to the public (public collection site) or to a private business (private collection site). Call2Recycle currently offers 1,664 active collections facilities in BC. An active collection site is defined as one that has shipped at least one receipt within the past 12 months, or any site that has enrolled in the program during the past 365 days regardless of receipt. According to our assessment, 96% of BC residents live within 15 km of a public Call2Recycle Canada collection facility

Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(c)	Product Environmental Impact Reduction, Reusability and Recyclability	<ul style="list-style-type: none"> 674,661 kg* of batteries were collected and recycled through the Call2Recycle program in British Columbia in 2016, a 7% increase over 2015.
Part 2, section 8(2)(d)	Pollution Prevention Hierarchy and Product / Component Management	<ul style="list-style-type: none"> Batteries collected through the Call2Recycle program are consolidated and sorted by Retrieval Technologies in Trail, BC, with less than 1% going to a secondary facility, Terrapure Environmental, located in Hamilton, ON.
Part 2, section 8(2)(e)	Product Sold and Collected and Recovery Rate	<ul style="list-style-type: none"> Based on our best sales estimates**, 3,281,000 kg of batteries were sold in BC in 2016, and 674,661 kg were collected in BC through the Call2Recycle program, representing a 20% diversion rate.
Part 2, section 8(2)(e.1)		<ul style="list-style-type: none"> See Section 7 for breakdown per regional district
Part 2, section 8(2)(f)	Summary of Deposits, Refunds, Revenues and Expenses	<ul style="list-style-type: none"> \$8,139,000 in revenue (Canada) \$7,565,000 in expenses (Canada)

* Call2Recycle records battery collections in pounds. Weights provided in kilograms in this document are based on a conversion rate of 0.453592. 674,660 kg represents Call2Recycle's battery collection numbers only, and does not include the batteries collected by the Canadian Wireless Telecommunication Association (CWTA). We do disclose the CWTA's battery collections as reported to Call2Recycle and include their number in the Product Sold vs. Collected data. The collection figures provided by the CWTA are not calculated in Call2Recycle's plan performance, however, as the auditable information is not available.

** ** Call2Recycle methodology for determining sales into the market is based on estimates. Primary/single use battery sales is based on Nielsen point of date. The rechargeable battery sales information is derived from a study by Kelleher Environmental. Kelleher Environmental utilized external published reports (Consumer Electronics Sales & Forecast, Fredonia Industry Study, and the BCI National Recycling Rate Study) as well as internal research to analyze battery sales into BC by chemistry type.

Comparison of 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)	Performance	Strategies for Improvement
1. Total batteries collected – No target established for 2016	674,661 kg*	

Comparison of 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)	Performance	Strategies for Improvement
2. Battery collection rate – No target established for 2016	20%	<ul style="list-style-type: none"> • Build on campaigns – Increase partner engagement in seasonal promotional initiatives. • More targeted advertising – To specific cultural groups and other micro-demographics. • Consumer Accessibility – Maintain accessibility rating at 95% or higher. • Collection drives – Continue incentive-based collections.
3. Number of Collection Facilities – No target established for 2016	1,664	<ul style="list-style-type: none"> • Call2Recycle has 1,664 collection sites across the province, reflecting a 96% accessibility rate for BC residents, which demonstrates excellent coverage throughout the province. • Focus in 2017 will be on expanding service in underserved areas of the province.

All information contained in this annual report has been subject to a third-party audit of non-financial information. Information contained in the annual report has been reviewed by an independent auditor and has been verified as fairly stated in accordance with the audit criteria. Please see Appendix F for the complete auditor’s report.

2. Program Outline

Call2Recycle Canada, Inc. is the Canadian arm of North America’s first and largest consumer battery stewardship organization. We were established in 1997 to fulfill the product stewardship obligations of battery manufacturers, battery-powered product manufacturers, and certain distributors and retailers of products as may be appropriate. In 2016, Call2Recycle worked on behalf of almost 300 battery and product manufacturers (See Appendix A).

Our mission is to responsibly manage end-of-life batteries to keep them out of landfills and minimize their environmental impact. Over the past 20 years, we have learned that the best way to encourage participation and achieve this goal is by offering a robust, convenient program through which consumers can easily recycle their batteries.

In pursuit of our goal to divert as many batteries as possible from landfill, we have developed a network of public and private collection facilities across British Columbia through which municipalities, businesses, and consumers can recycle their batteries and cellphones. Call2Recycle offers an easy drop, seal and ship process that makes recycling batteries as simple as possible for anyone to do.

Since our program began in Canada, Call2Recycle has diverted more than 12.1 million kilograms of used batteries from landfill nationally. Call2Recycle's BC collection program began in 2010 and has diverted more than 2.9 million kilograms of batteries. We continue to be committed to maximum awareness, participation, efficiency and cost-effectiveness, and being a valuable partner to the Province.

3. Public Education Materials and Strategies

Call2Recycle recognizes that a robust battery recycling program hinges on the participation of battery consumers. We therefore dedicate significant time and resources to educating consumers about battery recycling generally and the Call2Recycle program in particular, and to creating opportunities and incentives for them to act on this knowledge. We also regularly engage with our collection partners to inform and support them to promote battery recycling at their locations.

The research we commissioned into the battery recycling habits of BC residents in 2015 revealed that nearly one-quarter of consumers store their used batteries and another 19% throw them out. Our marketing priority this year, therefore, was to drive awareness and battery recycling activity among non-recyclers and households that hold onto large quantities of used batteries. To accomplish this, we activated a number of multi-channel regional and national campaigns.

Examples of Call2Recycle's promotional activities are provided in Appendix C.

Regional Initiatives

Regional Partnerships – Call2Recycle partnered with Regional Recycling to sponsor a battery recycling contest in March. The contest invited people to post a photo on social media of themselves dropping off their used batteries at one of the province's eight Regional Recycling locations and to use the hashtag #RRBatteries for a chance to win one of nine \$100 gift cards from Call2Recycle. During the campaign, Regional Recycling collected seven times its average battery collections, with some locations bringing in more than 10 times their previous average.

Call2Recycle also participated in the BC Recycles Summer Ambassadors Tour. In this initiative, four youth ambassadors visited all eight regions of the province, travelling more than 38,000 km to 130 communities over the summer. Throughout the tour, the group attended community events to educate the general public about recycling their used products and promoted Call2Recycle and other stewardship programs. They also connected with recycling sites to meet face to face with recycling partners, collect feedback and offer updates and suggestions to improve performance.

Sponsorships – Through sponsorships of consumer, industry and trade events, Call2Recycle aims to raise awareness of our program among key influencers and actors. We continued our annual sponsorship the Recycling Council of BC Conference in 2016, as well as support for the Coast Waste Management Association Conference. For a second consecutive year, Call2Recycle sponsored the Viewers' Choice Awards for the [BC Green Games](#). The Games are an annual competition for students and teachers across the province to develop environmental stewardship projects. The four most popular projects as voted for on the Green Games website each received \$500 prizes furnished by Call2Recycle.

Thought Leadership and Industry Engagement – A representative from Call2Recycle presented at the Metro Vancouver Sustainability breakfast to discuss recycling initiatives in the regional district. Call2Recycle is also an active participant in the Stewardship Agencies of BC (SABC). Our Director for Western Canada served as SABC chair in 2016.

Participant Case Studies – Call2Recycle uses its web and newsletter platforms to publish case studies profiling high-performing recycling partners. This year we spotlighted three BC-based Call2Recycle participants: Mountain Equipment Co-op, Capital Regional District and Happy Stan's Recycling, which each operate robust recycling programs and demonstrate continuous commitment to improvement. These case studies serve to illustrate best practices and inspire new thinking and action among all Call2Recycle participants.

National Initiatives

Seasonal Campaigns – This year, we ran a number of seasonal marketing campaigns tied to events and dates that have a natural association with battery disposal. Leveraging these dates, we were able to raise awareness of battery recycling and incentivize consumers to bring their batteries to Call2Recycle drop-off locations. We also pursued more targeted promotional efforts for the first time, with specific ad buys in Hindi, Punjabi and Chinese publications. Our seasonal campaigns included the following:

Call2Recycle's inaugural *Lead the Charge* campaign ran in the weeks leading up to National Battery Day on February 18. The campaign engaged 18 partners including municipalities, retailers, recycling associations and waste management organizations in raising consumer awareness of the battery recycling options available to them. The multi-channel campaign included radio, newspaper, social media promotions, a #NBD2016Recycle2Win sweepstakes and other activities, resulting in a 65% bump in

website traffic with 91% of those being first-time visitors to call2recycle.ca, and a 12% increase in battery collections over the same period in the previous year.

Call2Recycle's Spring Cleaning Campaign with retail partners Canadian Tire, Staples, Home Depot, London Drugs, and Best Buy ran from March to May 2016. It offered consumers across Canada a chance to win one of eight \$100 gift cards from Call2Recycle for sharing their recycling stories while doing their annual Spring Cleaning. More than 400 stories were submitted and website traffic to Call2Recycle increased by 30% over the previous year.

Our Daylight Savings Campaign leveraged consumers' pre-existing behaviour of changing batteries in smoke and carbon monoxide detectors during the fall switch from daylight savings time. Using a variety of marketing channels, our campaign sought to educate and motivate consumers to recycle rather than throw out their used smoke and carbon monoxide detector batteries. The campaign garnered more than 2 million media impressions and 5,800 page views on our website.

Call2Recycle's [Recycle & Smile Summer campaign](#) encouraged Canadians to recycle their used batteries from June 1-August 31, 2016. Throughout the summer, individuals who posted a Twitter or Facebook photo of themselves recycling batteries at a Call2Recycle location with the hashtag #Call2RecycleNSmile and the recycling location were entered to win one of 10 \$100 VISA gift cards from Call2Recycle. Consumers who recycled their batteries at a Staples Canada store were also entered to win one of 10 \$15 Staples gift cards.

Partnerships – In November, Call2Recycle collaborated with Teck, the world's largest producer of zinc, and WE Day Vancouver on the Zinc Saves Lives Battery Recycling Campaign. The campaign had a double benefit: It encouraged students to recycle used batteries to keep them out of landfill and for every AA battery recycled, Teck donated the value of the zinc recycled to WE's zinc and health programming in Kenya. The WE Day campaign collected more than 900 kg of used batteries.

Call2Recycle moved into the second year of our partnership with Earth Rangers to help empower children to act environmentally responsibly when it comes to their batteries. We engaged in two initiatives this year: the Battery Blitz School Mission and the Battery Blitz Online Mission. Seventy-five schools competed in the school mission to collect and recycle the most batteries—gathering 10,000 kg of batteries, an increase of 1,100 kg over the previous year. With the online mission, rangers received a “mission” to collect and recycle batteries throughout the school year, with heightened promotion around National Battery Day in February and Waste Reduction Week in October. Close to 155,000 batteries (as of November 2016) were collected by 5,556 Earth Rangers.

Call2Recycle began another three-year partnership with Earth Day Canada to promote battery recycling among school children and teachers through the EcoKids Battery Busters: Waste Reduction Contest. The contest is executed in the spring as part of Earth Day and in the fall as part of Waste Reduction Week. The spring drive generated 30,500 kg in collected batteries, and the fall drive generated 13,294 kg.

Thought Leadership – As a proud partner of the Retail Council of Canada’s STORE 2016 conference, Joe Zenobio, Executive Director of Call2Recycle Canada, participated in a panel discussion of how leading retailers are spearheading the charge towards a sustainable future. The panel, which included the CEO of Staples Canada and President of IKEA Canada, discussed the impact of sustainability on organizations and how it influences customers.

Website

The Call2Recycle website (call2recycle.ca) was redesigned in 2016 to improve navigation through the site and make our more popular pages more visible and easy to access. BC residents made more than 23,000 visits to the site this year, with 5,273 visitors going specifically to the site’s British Columbia section. In addition, people seeking drop box locations on our site increased dramatically for a consecutive second year. Some 281,759 searches for BC drop boxes were conducted on the site in 2016, a 46% increase over the previous year. The Call2Recycle website continues to be a valuable resource for consumers and participants looking for information about battery recycling in BC.

4. Collection System and Facilities

Call2Recycle Canada primarily collects consumer batteries and cellphones from drop-off boxes that are strategically located across the province. Various factors, such as population, proximity to consumers, ease of access, and connection to batteries or recycling, are considered when selecting a Call2Recycle collection site. We continually seek to add new sites, while monitoring existing activity to eliminate non-participating sites for efficiency.

The number of active collection facilities in BC—sites that shipped at least one box or enrolled in the program in the last year—contracted by 3% in 2016 to 1,664. A number of collection facilities were amalgamated or closed in 2016 to enable us to achieve increased efficiencies, fewer redundancies and to control program costs. This change did not, however, affect collections or accessibility, which is consistent with research that shows there is no direct correlation between changes in the number of collection sites and collection quantities. Instead, our modest reduction in sites reflects Call2Recycle’s efforts to identify locations that offer the greatest convenience and efficiency.

2016 Active Collection Facilities by Sector				
Sector	2016	2015	Change (#)	Change (%)
Business Services*	391	593	-202	-34%
Government	718	543	175	32%
Manufacturing	54	51	3	6%
Retail	501	533	-32	-6%
Other	0	1	-1	-100%
Total	1,664	1,721	-57	-3%

*Site segmentation categories have been adapted in 2016. Environmental Services are now included in Business Services.

Call2Recycle aims to give at least 95% of BC households access to a collection box. We define “access” as having a box within 15 km of the residence—a distance established through Ipsos Marketing research into consumer recycling behaviour commissioned by Call2Recycle. In 2016, we again exceeded this accessibility standard with 96% of BC households falling within range. A list of Call2Recycle’s collection box locations is provided in Appendix B.

5. Product Environmental Impact Reduction, Reusability and Recyclability

In BC, batteries and cellphones collected by Call2Recycle are sorted at Retrieval Technologies in Trail, BC. Call2Recycle’s sorters and processors use the latest and most effective techniques for reclaiming materials. In 2015, we engaged a third party to conduct a rigorous Request for Proposal process to ensure our sortation and processing partners continue to meet the highest environmental, health and safety, transportation, and financial operations standards. As a result of the RFP process, Call2Recycle added new processors in 2016, including Teck Metals in Trail, BC for Alkaline processing. Call2Recycle is committed to supporting the local economy whenever possible.

Please see Appendix E for a flow chart detailing our sorters and processors.

6. Pollution Prevention Hierarchy and Product/Component Management

The Province abides by the pollution prevention hierarchy—reduce, reuse and recycle—however this hierarchy can be more difficult to apply to batteries than to other products. Call2Recycle does not promote a reduction in the use of batteries, and reconditioning batteries for reuse can pose an unacceptable safety risk to consumers. We therefore do not support reconditioning Lithium-Ion batteries unless certain strict conditions pertaining to the reconditioning organization, safety testing and proper labeling are met.

We believe that when there is doubt about how best batteries can be reused, they should be recycled, as it is the most viable means of keeping battery waste from entering landfills. The Call2Recycle program efficiently and cost-effectively recycles household batteries of all types. Valuable metals such as nickel, iron, cadmium, lead, and cobalt are reclaimed and reused in various products, such as new batteries, cookware, appliances and hardware.

In 2016, we renewed Call2Recycle’s R2:2013 certification with the Responsible Recycling Practices Standard. This includes our ISO 14001 certification, which was achieved with zero non-conformities once again. The R2:2013 is the highest achievable standard for recycling organizations and indicates that the certificate holder has met stringent requirements in areas of environmental, public and worker health and safety.

When it comes to cellphones, Call2Recycle first seeks to refurbish the units, and if they are unsuitable for refurbishment, the phones are recycled. Approximately 90% of the cellphones we collect are recycled and processed for reclamation. No material managed through recycling is sent overseas, as per the requirements of the Basel Convention.

The following chart shows how the various materials are managed. No intact battery received by Call2Recycle is landfilled.

Product End Fate for Data Year Ending December 31, 2016					
Component Chemistry	Reuse*	Recycle	Energy Recovery	Landfill	Other
Ni-Cd	N/A	Yes	No	No	No
Ni-MH	N/A	Yes	No	No	No
Li-Ion	N/A	Yes	No	No	No
SSLA	N/A	Yes	No	No	No
Alkaline	N/A	Yes	No	No	No
Lead Carbonate	N/A	Yes	No	No	No
Lithium	N/A	Yes	No	No	No
Mercury	N/A	Yes	No	No	No
Nickel Iron	N/A	Yes	No	No	No
Silver Oxide	N/A	Yes	No	No	No
Zinc Carbon(mercury)	N/A	Yes	No	No	No
Zinc Carbon(no mercury)	N/A	Yes	No	No	No
Cellphones	Yes**	Yes	No	No	No
Cardboard Boxes	No	Yes	No	No	No
Bags	No	Yes	No	No	No
Drums***	Yes	Yes	No	No	No
Non-Conforming****	No	Yes	No	Yes	No

*Reuse: Please see page 10 for Call2Recycle’s position on battery reuse.

** Cellphones: Refurbished for reuse.

*** Drums are re-used by the sorter to send materials to the appropriate processor, if not suitable for reuse then the metal is recycled.

****Non-conforming materials: Products found in shipments at time of shipment that are stewarded materials are forwarded to the appropriate stewardship program for responsible disposal. Any materials that are not stewarded materials (i.e. no recycling option available) are managed according to waste requirements and some may be HW managed, may be discarded – this represents a small quantity of materials.

Call2Recycle’s program plan calls for recycling efficiencies for specific battery chemistries. The following outlines the plan commitments for recycling efficiency rates compared to the recycling rates for batteries as reported in 2016.

Recycling Efficiency Rate Commitments and Current Performance			
Battery Chemistry	2010 Plan Commitment	2016 Efficiency Rate	Target Met or Exceeded
Alkaline	50%	84 -94.2%	Yes
Small Sealed Lead Acid (SSLA)	65%	98%	Yes
Nickel Cadmium (Ni-Cd)	75%	80%	Yes
Other Rechargeable (Li-Ion & Ni-Mh)	50%	78.4%-86%	Yes

The following chart further breaks down the recycling efficiency rates and the materials that are recovered through the recycling process as reported by Call2Recycle’s approved processors.

Recycling Efficiency Rates							
Battery Type	Rechargeable Battery Chemistry				Primary Chemistry		
	NI-CD	LI-ION	NI-MH	SSLA	ALKALINE		LITHIUM
Processor	Inmetco PA, USA	Retriev, BC	Inmetco PA, USA	Terrapure ¹ QC	Inmetco PA, USA	Teck Metals, BC	Retriev, BC
% Material recovered – Recycled to²:							
Metal(s)	50%	18.3%	57%	98%	21%	18.3%	35.3%
Co-product aggregate	2%	0%	14%	0%	1%	70.3%	0%
Cadmium	12%	0%	0%	0%	0%	0%	0%
Secondary Recovery³	4%	60.1%	5%	0%	57%	0%	21.1%
Plastic Recovery or Reductant	12%	0%	10%	0%	5%	5.6%	0%
Total Material Recovery %	80%	78.4%⁴	86%	98%	84%	94.2%	56.4%⁴
Not Recovered for use in Secondary Market During Recycling Process: Water, Oxygen, Plastics, Organics (carbon, electrolytes).	20%	21.6%	14%	2%	16%	5.8%	43.6%
Total:	100%	100%	100%	100%	100%	100%	100%

1. Terrapure formerly known as Newalta. Recycling Efficiency Rate updated based on information provided by the processor.

2. Recovery rates provided by processor.
3. This includes metals that are recovered at secondary processors.
4. The recycling efficiency (RER) rate for lithium primary batteries has changed since the 2014 annual report based on updated information from the processor. Changes in the nature/composition of the batteries the processor currently receives compared to what they have received and tested in the past has resulted in a change to the RER. The previously reported RER evaluated the recycling efficiency of a battery cell whereas the revised RER includes the entire primary lithium battery stream including the cases.

7. Product Sold and Collected and Recovery Rate

Collections for single use batteries remained steady this year, while rechargeable battery collections increased by more than a third. This led to an overall growth in all battery collections of 7%—exceeding our provincial plan by 4%. As heavier batteries are replaced by more lightweight units, we anticipate modest growth in collections year over year as higher quantities of lighter batteries are collected.

Call2Recycle Collections by Weight			
Type	2016 (kg)	2015 (kg)	% Increase/Decrease
Single Use (Primary)	495,155	495,397	0%
Rechargeable	179,506	132,326	36%
Total	674,661	627,723	7%
CWTA*	4,639	3,276	42%
Total Collections in BC	679,300	630,999	8%

* Batteries collected by Canadian Wireless Telecommunication Association (CWTA) in BC through their phone collections program Recycle My Cell. Call2Recycle has also provided CWTA with the number of phones collected through our program in the province for its reporting. Call2Recycle cannot verify the data from the CWTA and therefore all reporting on downstream, collection rates, and targets excludes the numbers provided by the CWTA.

This year, four regional districts more than doubled their previous year's collections, with the Northern Rockies and Peace River enjoying more than 8,000% and 3000% growth respectively. This aligns with our efforts to increase recycling activity in remote communities. Kootenay Boundary and Sunshine Coast led BC's regions in per capita deposits, with Kootenay Boundary more than tripling its per capita collections this year. A breakdown of the collections by weight across BC's regions is provided in the following chart.

Call2Recycle Collections by Region						
Regional District	Active Sites	Total Collections (kg)			Avg (Mean) Collections Per Site	Collections Per 1,000 people** (kg)
		2016	2015	% Change		
Alberni-Clayoquot	18	2,828	2,368	19%	157.1	92.05

Bulkley-Nechako	22	3,751	3,211	17%	170.5	92.89
Capital	207	67,937	62,534	9%	328.2	177.55
Cariboo	21	4,530	3,777	20%	215.7	71.78
Central Coast	2	131	45	191%	65.5	40.33
Central Kootenay	50	7,680	7,238	6%	153.6	126.37
Central Okanagan	46	29,892	26,096	15%	649.8	151.68
Columbia Shuswap	41	3,610	5,851	-38%	88.0	69.40
Comox Valley	18	8,018	7,186	12%	445.4	123.64
Cowichan Valley	30	10,443	8,620	21%	348.1	124.30
East Kootenay	40	4,797	5,352	-10%	119.9	81.36
Fraser Valley	64	66,261	124,939	-47%	1035.3	219.96
Fraser-Fort George	47	9,007	5,608	61%	191.6	99.07
Metro / Greater Vancouver	754	297,250	289,117	3%	394.2	116.20
Kitimat-Stikine	29	2,668	2,725	-2%	92.0	73.56
Kootenay Boundary	24	55,830	12,971	330%	2326.3	1865.60
Mount Waddington	3	538	562	-4%	179.3	48.30
Nanaimo	35	40,015	21,702	84%	1143.3	253.90
North Okanagan	25	8,365	10,376	-19%	334.6	98.22
Northern Rockies	2	629	7	8886%	314.5	104.97
Okanagan-Similkameen	42	7,073	7,836	-10%	168.4	87.73
Peace River	15	9,413	268	3412%	627.5	141.54
Powell River	9	2,434	2,501	-3%	270.4	119.74
Skeena-Queen Charlotte	7	2,907	625	365%	415.3	167.17
Squamish-Lillooet	15	3,795	2,251	69%	253.0	91.38
Strathcona	16	1,792	2,023	-11%	112.0	38.81
Sunshine Coast	13	9,170	4,059	126%	705.4	313.58
Thompson-Nicola	69	13,897	7,876	76%	201.4	102.88
Total BC	1,664	674,661	627,723	7%	405.4	141.99

* Accurate within a margin of +/- 3% based on a conversion rate from pounds to kilograms of 0.453592.

** Population numbers based on Demographic Analysis Section, BC Stats, Ministry of Technology, Innovation and Citizens' Services, Government of British Columbia, 2016

The four rechargeable chemistries that we most often collected are nickel cadmium, nickel metal hydride, lithium ion, and small sealed lead acid. This year, quantities of each increased in our battery collections, with the highest growth among Nickel-Cadmium batteries (up 60%). Nickel-metal-hydride increased by 47%, while lead (SSLA) batteries only experienced 9% growth.

Rechargeable Battery Collection by Chemistry (kg)				
	2016	% Change	2015	2014
Ni-Cd	81,497	60%	50,959	31,767
Ni-Mh	21,303	47%	14,537	13,081
Li-Ion	32,841	24%	26,533	23,940
SSLA	43,864	9%	40,297	29,482
Total	179,506*	36%	132,326	98,270

* Accurate within a margin of +/- 3%. Based on a conversion rate from pounds to kilograms of 0.453592.

Among primary or single-use batteries, the primary materials extracted are Alkaline, Zinc Carbon and Lithium. Alkaline and Zinc Carbon extracts remained steady this year, while lithium batteries increased by 21%. The following chart compares performance between 2015 and 2016.

Primary (Single Use) Battery Collection by Chemistry (kg)			
Material Name	2016	2015	% Change
Alkaline and Zinc Carbon	482,792	485,381	-1%
Lithium	12,125	9,985	21%
Mercury	238	32	644%
Silver Oxide	0	0	0%
Lead Carbonate	0	0	0%
Nickel Iron	0	0	0%
Total	495,155*	495,397*	0%

* Accurate within a margin of +/- 3%. Based on a conversion rate from pounds to kilograms of 0.453592.

Call2Recycle also has a current stewardship plan for cellphones, which are accepted for deposit in our collection boxes. Call2Recycle collected more than 28,000 cellphones in 2016.

Cellphone Collections (by count)		
2016	2015	% Change
28,311	31,212	-9%

8. Summary of Deposits, Refunds, Revenues and Expenditures

Deposits and environmental handling fees were not collected on batteries during the period covered in this report. Instead, major product and battery manufacturers across the globe—industry stewards—funded Call2Recycle’s recycling program to ensure that the batteries and cellphones that they introduce into the marketplace are being responsibly recycled when they reach their end of life. These industry stewards are committed to keeping batteries out of the solid waste stream and recycling them to create new products.

9. Plan Performance

Performance Measures	2016 Results	Strategies for Improvement
Batteries sold in BC	3,281,000 kg	<p>Call2Recycle will continue to a) <i>educate</i> consumers about why it’s important to recycle; b) <i>raise awareness</i> of the Call2Recycle program; and c) <i>move</i> consumers to act.</p> <p>In 2017, Call2Recycle’s promotional activities will include a range of regional and national consumer-focused campaigns, print and online advertising, sponsorships, and partnerships.</p> <p>We will continue to use the results of our commissioned research into consumer recycling behaviour to segment and optimize our marketing promotions, and in particular, encourage participation among low-engagement groups.</p> <p>Call2Recycle, as always, will continue to actively promote the battery recycling program to consumers and participating locations in an effort to achieve greater results in the future.</p>
Primary batteries collected	495,155 kg	
Rechargeable batteries collected	179,506 kg	
Total batteries collected	674,660 kg	
Collection Rate	20%	
Number of Collection Facilities	1,664	

Appendix A – Battery Stewards

RECHARGEABLE BATTERY STEWARDS (LICENSEES) OF THE CALL2RECYCLE PROGRAM

As of March 31, 2016

3M Automotive Aftermarket Division	Canon USA Inc
3M Commercial Solutions Division (CSD)	Casio America, Inc.
3M Construction & Home Improvement	Cell-Con Inc
3M Personal Safety Division	Century Optron Inc.
Accell North America	Changzhou Globe Tools Co. Ltd.
Acer America Corporation	Chervon HK Limited
Advanced Battery Systems	Chervon HK Limited/The Home Depot
Aero Design, Inc	Chervon HK Lmtd/The Home Depot Canada
Agilent Technologies	Cisco Systems Inc.
Allied Intl/Allied Tools	Cleva North America/LawnMaster
Alltrade Tools LLC	Cognex Inc.
Alpha Source, Inc.	Coleman Company
Amazon.com, Inc.	Conair Corporation
American Lawn Mower Co	CTE Energy Co., Ltd.
American Toppower	Cybertron International
Anton/Bauer	DANTONA INDUSTRIES/ULTRALAST
APC - Schneider Electric	Deere & Company (John Deere)
Apple, Inc	Dell Canada Inc.
Arris Group, Inc	Dell Inc
Asus Computer International	Deltran USA LLC
Asus Computer International	Digi-Key Corporation
Audio Enhancement, Inc.	DLG (Shanghai) Electronic
Axiom Mobile Group	Dorcy International
Baccus Global	Duracell Canada Inc
barnesandnoble.com, LLC	Duracell US Operations
Battery Specialties	Eaton Corporation
Bayco Products	Echo Incorporated
Bayer Healthcare	Enerco Group Inc.
Belkin International, Inc.	Energizer Canada Inc
Best Buy Co., Inc.	Energizer Holdings, LLC.
BionX International	Energy Sales
Bissell Homecare, Inc	EnerSys Delaware Inc.
BlackBerry Limited	Epson America, Inc.
BlackBerry Limited	Esselte Corporation
Bose Corporation	Evergreen (C.P.) USA Inc
Brother International	EZsmart Gutter Cleaner, LLC
Bushnell, Inc.	FDK AMERICA
BYD Company Limited	Fedco Electronics, Inc.
Canadian Tire Corporation, Ltd	Ferno - Washington, Inc.
Canon Canada Inc	Finish Thompson, Inc.

Flying Dragon Development Ltd.
 FujiFilm Holdings America Corp
 Fujitsu America
 GammaTech Computer Corporation
 Garmin International, Inc
 GE Healthcare Canada, Inc.
 Getac Inc.
 Giant Tiger Stores Limited
 Gibson Innovations USA, Inc.
 GiiNii Tech Corporation
 Global Technology Systems, Inc
 Global Technology Systems, Inc.
 Gold Peak Industries (NA), Inc
 GRACO, Inc.
 Gradus Group
 Greatbatch Inc
 GreenSmoke, Inc.
 GS Battery (USA) Inc.
 Harris Corporation
 Hewlett Packard Enterpris
 Hilti, Inc.
 Hitachi Koki Canada Co.
 Hitachi Koki USA Ltd
 Hobbico, Inc
 HoMedics
 Honeywell International Inc.
 House of Batteries
 HP Inc.
 HTC Corporation
 Huawei Device USA. Inc
 Husqvarna AB
 IDX System Technology Inc
 Illinois Tool Works
 Industrial Battery Service Inc
 Ingersoll Rand
 Inspired Energy, LLC
 Intec Industries Co. Ltd.
 Intermetro Industries Corp
 Invacare Corporation
 Invox Hardware Limited
 iRobot Corp.
 iTech
 Jasco Products Company

Jiawei Technologies (USA) Ltd.
 JKH Health Co., Ltd.
 JLG Industries Inc
 JVCKENWOOD USA Corp
 KAN Battery Co., Ltd
 Karcher North America
 Keysight Technologies
 Konica Minolta
 Kwonne Electrical Products, LTD
 Lego Group
 Leica Camera Inc
 Lenmar Enterprises, Inc.
 Lenovo (Canada) Inc.
 Lenovo (United States) In
 LEXEL BATTERY CO LTD
 LG Electronics Canada, Inc.
 LG Electronics MobileComm USA
 L'Image Home Products Inc. (IHP)
 L'Image Home Products Inc. (IHP)
 Loblaws Inc.
 Logic Technology Development
 LOGITECH INC.
 Mag Instrument, Inc
 Maha Energy
 Makita Canada, Inc.
 Makita USA
 Mattel, Inc.
 Meritool LLC
 Metabo Corporation
 Michaels Stores Inc.
 Microsoft
 Midland Radio Corporation
 Miller Manufacturing Co.
 Milwaukee Electric Tool Corporation
 Moshi
 Motorola Mobility, LLC
 Motorola Solutions, Inc
 MTD Products Inc
 myCharge
 National Battery
 National Power Corp
 NEC Corporation of America
 Neptune Technology Group Inc.

Netgear, Inc.
 Nikon Canada Inc
 Nippon Primex Inc.
 Normark Innovations Inc.
 Novatel Wireless Inc
 NU MARK LLC
 Nylube Products Company LLC
 O2COOL, LLC
 Oculus VR LLC
 Olympus Corp of the Americas
 OOMA INC
 Oracle America, Inc.
 Palladium Energy
 Panasonic Canada Inc
 Panasonic Corporation
 Pantech Co Ltd
 Pelican Products, Inc.
 Philips Consumer Electron
 Philips Electronics LTD
 Philips Lighting
 Plantronics, Inc.
 Polycom, Inc.
 Positec Tool Corporation
 POWER PRODUCTS
 ProTeam, Inc.
 Quality One Wireless
 Rapport, Inc.
 Reckitt Benckiser
 Resistacap
 Richpower Industries, Inc.
 Ridge Tool Company (RIDGID)
 RKI Instrument, Inc
 Robert Bosch Tool Corporation
 Royal Consumer Information Products, Inc.
 RRC POWER SOLUTIONS
 Samsung Electronics Co
 SANYO Energy (USA) Corp.
 Scosche Industries
 Scotts Canada Ltd.
 Senco Products, Inc
 Sensidyne LP
 Sharp Electronics Corporation
 Sharp Electronics of Canada
 SHIMANO
 Shoppers Drug Mart Inc
 Sigma Corporation
 Sinopower Technology (HK) Ltd
 Snap-on Inc
 Sony Electronics, Inc
 Sophos Ltd
 Southern Telecom, Inc.
 SOUTHWICK TECHNOLOGIES INC
 Southwire Company
 Spectrum Brands
 Spectrum Brands
 SRAM, LLC
 Stanley Black & Decker, Inc.
 Stihl Incorporated
 Stihl Limited
 StorTronics
 Streamlight, Inc.
 Summer Infant, Inc.
 Surefire, LLC
 Tacony Corporation
 Technical Power Systems Inc.
 Techtronic Industries GmbH
 Techtronic Trading Ltd
 Test Rite Products Corp
 Texas Instruments Inc
 The Gillette Co/Braun Div
 The Gillette Co/Oral-B Div
 The Source (Bell) Electronics Inc.
 The Source (Bell) Electronics Inc.
 The Toro Company
 TNR Technical
 TomTom Inc.
 TomTom Inc.
 TOSHIBA AMERICA
 Toshiba of Canada Limited
 Toys R Us Canada, LTD
 Transcosmos America Inc.
 Traxxas L.P.
 Trek Bicycle Corporation
 TTEK ASSEMBLIES INC
 TTI (Macao Commercial Offshore) Ltd
 ULTRALIFE CORPORATION

Uniden America Corporation
VARTA Microbattery Inc.
Venom Power
Vera Bradley
Vernier Software & Technology
Vibratex, Inc.
Vizio Inc.
VTech Telecommunications Ltd
WACOM TECHNOLOGY CORP
Walmart Canada
WATER PIK, INC.
WOHLER USA
Xplore Technologies Corp.
Zebra Technologies Enterprise Corp
Zippo Manufacturing Company

Appendix B – Call2Recycle Collection Facilities in British Columbia

Name of Collection Facility	City	Name of Collection Facility	City
Gold Trail Recycling LTD	100 Mile House	Century Hardware Ltd	100 Mile House
Pharmasave	100 Mile House	Regional Recycling Abbotsford	Abbotsford
Abbotsford Mission Recycling	Abbotsford	R & T Bottle Depot	Abbotsford
London Drugs	Abbotsford	Private	Abbotsford
Staples Canada/Business Depot	Abbotsford	Edmonds Batteries Ltd.	Abbotsford
London Drugs	Abbotsford	Home Depot	Abbotsford
Private	Abbotsford	Canadian Tire	Abbotsford
RONA	Abbotsford	Blackwood Building Centre	Abbotsford
Private	Abbotsford	Private	Abbotsford
Lowe's	Abbotsford	Abbotsford Tool Centre	Abbotsford
Private	Abbotsford	Private	Abbotsford
Private	Abbotsford	Private	Abbotsford
Private	Abbotsford	Private	Abbotsford
Private	Abbotsford	Private	Abbotsford
Communitas Supportive Care Society	Abbotsford	RONA	Abbotsford
Private	Abbotsford	Private	Agassiz
Private	Agassiz	Private	Agassiz
Private	Agassiz	Aldergrove Return-it Depot	Aldergrove
Private	Anmore	Village of Anmore	Anmore
Armstrong Bottle Depot	Armstrong	Private	Armstrong
Armstrong Computer Service, Inc.	Armstrong	M & G Anderson Builders Ltd	Ashcroft
Ashcroft Library	Ashcroft	Barriere Library	Barriere
District of Barriere	Barriere	Private	Bella Coola
Norbert Salvage	Bridesville	Regional Recycling Burnaby	Burnaby
City of Burnaby - Eco Depot	Burnaby	Polar Battery Ltd	Burnaby
Private	Burnaby	London Drugs	Burnaby
Metrotown Return-it	Burnaby	Kensington Return It	Burnaby
Private	Burnaby	Private	Burnaby
London Drugs	Burnaby	London Drugs	Burnaby
Edmonds Return It Depot	Burnaby	Private	Burnaby
Private	Burnaby	Rona	Burnaby
Private	Burnaby	Private	Burnaby
London Drugs	Burnaby	Private	Burnaby

Name of Collection Facility	City	Name of Collection Facility	City
Private	Burnaby	Private	Burnaby
Private	Burnaby	Staples Canada / Business Depot	Burnaby
Staples Canada/Business Depot	Burnaby	Private	Burnaby
Canadian Tire	Burnaby	Private	Burnaby
Private	Burnaby	Westcoast Tool Sales & Service Ltd	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Home Depot	Burnaby	Private	Burnaby
City of Burnaby	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Best Buy	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Nester's Market	Burnaby
Private	Burnaby	Edmonds Batteries Ltd.	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Infinisia	Burnaby	Private	Burnaby
Private	Burnaby	The Source	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Apple Store	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Cameron Recreation Complex	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
City of Burnaby	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Fido	Burnaby
Metropolis at Metrotown	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby

Name of Collection Facility	City	Name of Collection Facility	City
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Private	Burnaby
Private	Burnaby	Burns Lake Bottle Depot	Burns Lake
Burns Lake Home Hardware	Burns Lake	Cache Creek Library	Cache Creek
Private	Campbell River	Staples Canada/Business Depot	Campbell River
London Drugs	Campbell River	Home Depot	Campbell River
Canadian Tire	Campbell River	Private	Campbell River
Private	Campbell River	Private	Campbell River
Private	Campbell River	Quinsam Radio Communications	Campbell River
North Island Communication Inc.	Campbell River	The Source	Campbell River
Private	Campbell River	Private	Campbell River
Private	Canyon	Canadian Tire	Castlegar
Private	Castlegar	Castlegar Public Library	Castlegar
The Source	Castlegar	West's Home Hardware	Castlegar
Private	Castlegar	Private	Castlegar
Private	Castlegar	Apple Store	Castlegar
Private	Castlegar	Private	Castlegar
Private	Castlegar	Private	Castlegar
Private	Charlie Lake	Chase Public Library	Chase
Private	Chase	Pharmasave	Chemainus
Private	Chilliwack	Chilliwack Bottle Depot	Chilliwack
London Drugs	Chilliwack	Private	Chilliwack
Canadian Tire	Chilliwack	Private	Chilliwack
Private	Chilliwack	Private	Chilliwack
Private	Chilliwack	Sears (Canada)	Chilliwack
Private	Chilliwack	Private	Chilliwack
The Source	Chilliwack	Private	Chilliwack
Private	Chilliwack	Private	Chilliwack
Private	Chilliwack	Private	Chilliwack
TNRD Clearwater Library	Clearwater	RONA	Clearwater
Private	Clearwater	Private	Clearwater
Private	Clearwater	Fisher Road Recycling	Cobble Hill
RONA	Cobble Hill	Private	Cobble Hill
Private	Coldstream	Private	Comox
Private	Comox	Pharmasave	Comox
Coquitlam Return-it Depot	Coquitlam	Wastech Services	Coquitlam

Name of Collection Facility	City	Name of Collection Facility	City
Lougheed Return-It Depot	Coquitlam	RONA	Coquitlam
London Drugs	Coquitlam	RONA	Coquitlam
Staples Canada/Business Depot	Coquitlam	Home Depot	Coquitlam
Canadian Tire	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Apple Store	Coquitlam	Lance Bissett Ltd	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Private	Coquitlam	Private	Coquitlam
Pinetree Community Centre	Coquitlam	Private	Coquitlam
Private	Coquitlam	Princess Auto	Coquitlam
Courtenay Return-It Depot	Courtenay	Staples Canada/Business Depot	Courtenay
Home Depot	Courtenay	London Drugs	Courtenay
Canadian Tire	Courtenay	Central Builders Supply Ltd	Courtenay
Private	Courtenay	Private	Courtenay
Private	Courtenay	Best Buy Canada	Courtenay
Private	Courtenay	The Source	Courtenay
Staples Canada, Inc.	Cranbrook	Cranbrook Bottle Depot	Cranbrook
The Source	Cranbrook	Private	Cranbrook
Private	Cranbrook	Canadian Tire	Cranbrook
Cranbrook Home Hardware Building Centre	Cranbrook	Kootenay Communications	Cranbrook
Cranbrook Photo	Cranbrook	Private	Cranbrook
Private	Cranbrook	Home Depot	Cranbrook
Private	Cranbrook	Private	Cranbrook
New Life Furn and Rec	Creston	Home Hardware Bldg Centre	Creston
Lectric Avenue Electronics	Creston	Private	Creston
Private	Creston	Town of Creston	Creston
Private	Crofton	DC Campbell Recycling Center	Dawson Creek
Private	Dawson Creek	Peace River Regional District- Main Office	Dawson Creek
Canadian Tire	Dawson Creek	The Source	Dawson Creek
Private	Dawson Creek	Private	Dease Lake

Name of Collection Facility	City	Name of Collection Facility	City
Private	Delta	D&G Recycling	Delta
London Drugs	Delta	Private	Delta
London Drugs	Delta	Ladner Bottle Depot	Delta
City of Vancouver Landfill Site	Delta	George Mackie Library	Delta
Private	Delta	Tsawwassen Library	Delta
Staples	Delta	Sungod Recreation Centre	Delta
Private	Delta	Kennedy Senior Centre	Delta
Private	Delta	Magnacharge Battery Corporation	Delta
Winskill Aquatic & Fitness Centre	Delta	Ladner Pioneer Library	Delta
South Delta Recreation Centre	Delta	North Delta Rec Centre	Delta
Corporation of Delta Municipal Hall	Delta	McKee Senior's Rec Centre	Delta
Ladner Leisure Centre	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Private	Delta
Delta Gymnastics Society	Delta	Private	Delta
RONA	Delta	Delta Firehall #1-Ladner	Delta
Private	Delta	Private	Delta
Pharmasave	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Private	Delta
Private	Delta	Denman Island Recycling Depot	Denman Island
Shearwater Marine	Denny Island	Bings Creek SWMC	Duncan
All Battery Duncan	Duncan	Staples Canada/Business Depot	Duncan
London Drugs	Duncan	Canadian Tire	Duncan
Home Depot	Duncan	Private	Duncan
UltiMac Technologies Inc	Duncan	Private	Duncan
The Source	Duncan	Private	Duncan
Private	Duncan	Private	Elkford
Private	Elkford	District of Elkford	Elkford
Private	Enderby	Private	Enderby
Private	Enderby	Private	Erickson
Private	Esquimalt	Fernie Bottle Depot	Fernie

Name of Collection Facility	City	Name of Collection Facility	City
Private	Fernie	Private	Fernie
The Source	Fernie	City of Fernie - Leisure Services	Fernie
Pharmasave	Fort Langley	Wide Sky Disposals	Fort Nelson
Private	Fort Nelson	Nak'azdli Recycling Depot	Fort St. James
District of Fort St. James	Fort St. James	Private	Fort St. James
FSJ Eco-Depot Recycling Ltd.	Fort St. John	Windsor Plywood	Fort St. John
Private	Fort St. John	Private	Fort St. John
Fraser Lake Bottle Depot	Fraser Lake	Gabriola Island Recycle Organization	Gabriola
Galiano Island Recycling Resort	Galiano	Gibsons Recycling Depot	Gibsons
London Drugs	Gibsons	Private	Gibsons
Village of Gold River	Gold River	The Source	Golden
Private	Golden	Golden Home Hardware	Golden
Golden Landfill	Golden	Private	Golden
Country Wide Home Furnishings	Golden	Private	Golden
Grand Forks Home Hardware	Grand Forks	The Source	Grand Forks
Grand Forks Bottle Depot	Grand Forks	Private	Grand Forks
Private	Grand Forks	City of Grand Forks-Public Works Dept	Grand Forks
Pharmasave	Grand Forks	Private	Grand Forks
Bron and Sons Nursery	Grand Forks	Private	Grand Forks
Private	Hazelton	Private	Hedley
Private	Hixon	Private	Honeymoon Bay
RONA	Hope	Pharmasave	Hope
Private	Hope	Private	Houston
Tower Communications	Houston	Country Wide Printing/The Source	Houston
Private	Houston	District of Hudson's Hope	Hudson's Hope
Private	Hudson's Hope	The Source	Invermere
Invermere Hardware & Bldg Supply Co Ltd.	Invermere	North Star Hardware & Building Supplies	Invermere
Selkirk Office Supplies	Invermere	Private	Invermere
Canadian Tire	Invermere	Private	Invermere
Private	Invermere	Private	Kaleden
Private	Kamloops	Lorne Street Bottle Depot	Kamloops
Canadian Energy & Power	Kamloops	Home Depot	Kamloops
London Drugs	Kamloops	Canadian Tire	Kamloops
The Source	Kamloops	TNRD Library System	Kamloops
Private	Kamloops	RONA	Kamloops

Name of Collection Facility	City	Name of Collection Facility	City
Private	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
Kamloops Communications Inc.	Kamloops	Simply Computing	Kamloops
Private	Kamloops	Private	Kamloops
Interior Crafts	Kamloops	Private	Kamloops
Private	Kamloops	Staples Canada	Kamloops
Private	Kamloops	The Source	Kamloops
Private	Kamloops	Sears (Canada)	Kamloops
Private	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
City of Fernie - Leisure Services	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
The Source	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
Private	Kamloops	Private	Kamloops
ListenUp! Canada	Kamloops	West Coast Vape	Kamloops
Private	Kamloops	ListenUp! Canada	Kamloops
Kootenay Lake Computers	Kaslo	Home Hardware	Kaslo
Private	Kaslo	Private	Kaslo
The Battery Doctors	Kelowna	Interstate All Battery Center	Kelowna
Private	Kelowna	Columbia Bottle Depot	Kelowna
Private	Kelowna	Home Depot	Kelowna
Staples	Kelowna	Private	Kelowna
Columbia Bottle Depot	Kelowna	London Drugs	Kelowna
UBC-HSE	Kelowna	Private	Kelowna
Canadian Tire	Kelowna	Fastenal	Kelowna
Private	Kelowna	Private	Kelowna
Private	Kelowna	Private	Kelowna
Private	Kelowna	Private	Kelowna
Private	Kelowna	Private	Kelowna
Okanagan College	Kelowna	Private	Kelowna
Private	Kelowna	Pharmasave	Kelowna
Private	Kelowna	Private	Kelowna
The Source	Kelowna	Private	Kelowna
Private	Kelowna	Private	Kelowna
Mountain Equipment Co-op	Kelowna	ListenUp! Canada	Kelowna

Name of Collection Facility	City	Name of Collection Facility	City
Princess Auto	Kelowna	Private	Kelowna
Private	Kelowna	Private	Keremeos
Keremeos Building Supplies	Keremeos	Private	Kimberley
Private	Kimberley	Kitimat Understanding the Environment Society	Kitimat
The Source	Kitimat	Private	Kitimat
Peerless Road Recycling	Ladysmith	Junction Bottle Depot	Ladysmith
Private	Ladysmith	Private	Ladysmith
Pharmasave	Ladysmith	The Source	Ladysmith
Winfield Return it Center	Lake Country	Private	Lake Country
Meade Creek Recycle Drop Off	Lake Cowichan	Private	Lake Cowichan
London Drugs	Langley	Willowbrook Recycling Inc.	Langley
Home Depot	Langley	Private	Langley
Edmonds Batteries Ltd.	Langley	Staples Canada/Business Depot	Langley
Private	Langley	Private	Langley
Private	Langley	Private	Langley
Private	Langley	Canadian Tire	Langley
Real Canadian Superstore	Langley	Private	Langley
Private	Langley	Island Ink-Jet and Laser Toners	Langley
Private	Langley	Private	Langley
Private	Langley	Private	Langley
Private	Langley	Mountain Equipment Co-Op	Langley
Private	Langley	Private	Langley
Service Office Supplies	Langley	Pharmasave National	Langley
Windsor Plywood	Langley	Private	Langley
Private	Langley	Private	Langley
Pharmasave	Langley	Private	Langley
Private	Langley	ListenUP! Canada	Langley
Private	Langley	Private	Langley
Private	Langley	Princess Auto	Langley
Private	Langley	Private	Lazo
Private	Lazo	Private	Lions Bay
The Municipality of the Village of Lions Bay	Lions Bay	Private	Logan Lake
TNRD Library System	Logan Lake	Sherlock Loading & Millwork	Mackenzie
RONA	Madeira Park	Private	Maple Ridge
Rona	Maple Ridge	London Drugs	Maple Ridge
Staples Canada	Maple Ridge	Private	Maple Ridge

Name of Collection Facility	City	Name of Collection Facility	City
Private	Maple Ridge	Canadian Tire	Maple Ridge
The Source	Maple Ridge	Private	Maple Ridge
Private	Maple Ridge	Private	Maple Ridge
Private	Maple Ridge	North Coast Supply Company Ltd.	Masset
Private	Masset	Mayne Island Recycling Society	Mayne Island
Private	Mcbride	McBride Bottle Depot	Mcbride
Private	Mcbride	Merritt Home Hardware	Merritt
Pharmasave	Merritt	TNRD Library System Merritt Brand	Merritt
Private	Merritt	Private	Merritt
The Source	Merritt	Pharmasave	Mill Bay
Mission Recycle Centre	Mission	Staples Canada/Business Depot	Mission
London Drugs	Mission	Private	Mission
Private	Mission	Fraser Valley RONA	Mission
Private	Mission	Private	Mission
The Source	Mission	Private	Mission
Village of Montrose	Montrose	Private	Mount Currie
Private	Nakusp	Nanaimo Recycling Exchange	Nanaimo
Regional Recycling Nanaimo	Nanaimo	Private	Nanaimo
Private	Nanaimo	Home Depot	Nanaimo
London Drugs	Nanaimo	London Drugs	Nanaimo
Staples Canada/Business Depot	Nanaimo	Staples Canada/Business Depot	Nanaimo
Private	Nanaimo	Private	Nanaimo
Island Cellular Comm. Ltd.	Nanaimo	Private	Nanaimo
The Source	Nanaimo	Private	Nanaimo
Private	Nanaimo	Private	Nanaimo
Batteries Included	Nanaimo	Private	Nanaimo
Private	Nanaimo	Midland Tools	Nanaimo
Slegg Construction Materials	Nanaimo	Pharmasave	Nanaimo
Private	Nanaimo	Nelson Home Hardware Centre	Nelson
Hipperson Hardware Co. Ltd.	Nelson	S.H.A.R.E. Nelson	Nelson
The Source	Nelson	South Kootenay Electronics Limited	Nelson
Private	Nelson	Starlight Tool Services Ltd.	Nelson
Private	Nelson	Pharmasave	Nelson
Private	Nelson	Private	Nelson
Private	Nelson	Private	Nelson

Name of Collection Facility	City	Name of Collection Facility	City
Private	Nelson	Nelson Leafs Bottle Depot	Nelson
Private	Nelson	Private	Nelson
Private	Nelson	Private	New Denver
Private	New Denver	Hazelton Bottle Depot	New Hazelton
Private	New Hazelton	District of New Hazelton	New Hazelton
Sapperton Return-It Depot	New Westminster	Private	New Westminster
Queensborough Return-It	New Westminster	London Drugs	New Westminster
Lowe's	New Westminster	Private	New Westminster
Private	New Westminster	Private	New Westminster
City of New Westminster, BC	New Westminster	RONA	New Westminster
Private	New Westminster	Private	New Westminster
Royal City Jewellers & Loans Ltd.	New Westminster	Private	New Westminster
The Source	New Westminster	Private	New Westminster
Private	New Westminster	Private	New Westminster
Private	North Saanich	North Van Recycling LTD	North Vancouver
North Shore Bottle Depot	North Vancouver	London Drugs	North Vancouver
Ellice Recycle Ltd	North Vancouver	Private	North Vancouver
Wastech Services	North Vancouver	Canadian Tire	North Vancouver
RONA	North Vancouver	Staples Canada/Business Depot	North Vancouver
RONA	North Vancouver	BC Communications Inc.	North Vancouver
Waste Control Svcs (WCS)	North Vancouver	Private	North Vancouver
Pearson's Home Hardware	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	North Vancouver
Mountain Equipment Co-op	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	North Vancouver
NVDPL - Lynn Valley Main Library	North Vancouver	North Shore Recycling	North Vancouver
Private	North Vancouver	The Source	North Vancouver
Private	North Vancouver	Connect Hearing	North Vancouver
Private	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	North Vancouver
Private	North Vancouver	Private	Okanagan Falls
The Source	Oliver	Canadian Tire	Oliver
Osoyoos Bottle Depot	Osoyoos	Osoyoos Home Hardware	Osoyoos
The Source	Osoyoos	Private	Osoyoos
Pharmasave	Osoyoos	Private	Osoyoos

Name of Collection Facility	City	Name of Collection Facility	City
Private	Oyama	Parksville Bottle & Recycling Depot Ltd.	Parksville
The Source	Parksville	Parkswest Business Products	Parksville
Parksville Home Hardware	Parksville	Canadian Tire	Parksville
Pharmasave	Parksville	Private	Parksville
Windsor Plywood	Parksville	Private	Peachland
Pemberton Valley Hardware Ltd	Pemberton	J & C Bottle Depot	Penticton
Pender Island Recycling	Pender Island	London Drugs	Penticton
Rona	Penticton	Private	Penticton
Private	Penticton	Staples Canada/Business Depot	Penticton
Private	Penticton	Private	Penticton
The Source	Penticton	Private	Penticton
Private	Penticton	Private	Penticton
Private	Penticton	Private	Penticton
Nedco	Penticton	Whole Foods Market	Penticton
Regional District of Okanagan-Similkameen	Penticton	Private	Penticton
Private	Penticton	ListenUp! Canada	Penticton
Private	Penticton	Pitt Meadows Recycling	Pitt Meadows
Private	Penticton	Private	Pitt Meadows
Private	Pitt Meadows	Sun Coast Waste Services Ltd	Port Alberni
Private	Pitt Meadows	Staples Canada/Business Depot	Port Alberni
Alberni-Clayoquot Regional District	Port Alberni	The Source	Port Alberni
Canadian Tire	Port Alberni	Alberni-Clayoquot Regional District	Port Alberni
Catalyst Paper Corp - Division Port Alberni	Port Alberni	City of Port Alberni	Port Alberni
Salvation Army	Port Alberni	Private	Port Alberni
Hetherington Industries	Port Alberni	Private	Port Alberni
Westcoast Home Hardware	Port Alberni	Private	Port Alberni
Private	Port Alberni	Private	Port Clements
Private	Port Alice	Biggar Bottle Depot	Port Coquitlam
Happy Stans Recycling Ser Ltd	Port Coquitlam	Private	Port Coquitlam
Home Depot	Port Coquitlam	Private	Port Coquitlam
Canadian Tire	Port Coquitlam	Private	Port Coquitlam
Pharmasave	Port Coquitlam	Private	Port Coquitlam
Private	Port Coquitlam	City of Port Coquitlam	Port Coquitlam
Private	Port Coquitlam	Private	Port Coquitlam

Name of Collection Facility	City	Name of Collection Facility	City
Private	Port Coquitlam	Triport Recycling	Port Hardy
Private	Port Coquitlam	Private	Port Moody
Dunlop's Home Hardware Building Centre	Port Hardy	Canadian Tire	Powell River
RONA	Powell River	Private	Powell River
Staples Canada/Business Depot	Powell River	Private	Powell River
Private	Powell River	Private	Powell River
The Source	Powell River	PG Recycling Return-it	Prince George
Private	Powell River	Hart Return It Depot	Prince George
Private	Prince George	Regional District of Fraser - Ft. George	Prince George
Staples Canada/Business Depot	Prince George	Private	Prince George
London Drugs	Prince George	Private	Prince George
Fraser Ft George Reg Dstrct	Prince George	Salvation Army	Prince George
Home Depot	Prince George	BK Two Way Radio Ltd.	Prince George
Private	Prince George	Canadian Energy & Power	Prince George
Private	Prince George	Private	Prince George
Interstate Batteries of Eastern British Columbia	Prince George	Canadian Tire	Prince George
Private	Prince George	Private	Prince George
Private	Prince George	Private	Prince George
Private	Prince George	Private	Prince George
Private	Prince George	Private	Prince George
Chrysalid Tech & Print	Prince George	Private	Prince George
Hart Home Hardware	Prince George	ABC Communications	Prince George
Private	Prince George	BK Two Way Radio Ltd	Prince George
BK Two Way Radio Ltd.	Prince George	Princess Auto	Prince George
Private	Prince George	Private	Prince George
Private	Prince George	ListenUp! Canada	Prince George
Private	Prince George	SQCRD	Prince Rupert
Private	Prince George	The Source	Prince Rupert
Private	Prince Rupert	Dolly's Home Hardware	Qualicum Beach
Private	Prince Rupert	Cariboo Metal Recycling	Quesnel
Pharmasave	Qualicum Beach	Canadian Tire	Quesnel
Private	Quesnel	RONA	Quesnel
The Source	Quesnel	Staples Canada/Business Depot	Quesnel
ABC Communications	Quesnel	Private	Radium Hot Springs

Name of Collection Facility	City	Name of Collection Facility	City
Private	Quesnel	Revelstoke Builders Supply	Revelstoke
Revelstoke Bottle Depot	Revelstoke	Pharmasave	Revelstoke
Private	Revelstoke	Private	Revelstoke
Private	Revelstoke	Private	Revelstoke
The Source	Revelstoke	ListenUp! Canada	Revelstoke
Private	Revelstoke	Private	Revelstroke
Private	Revelstoke	City of Richmond	Richmond
Regional Recycling Richmond	Richmond	Ironwood Bottle Depot	Richmond
Private	Richmond	Steveston Return-It-Depot	Richmond
Private	Richmond	London Drugs	Richmond
RONA	Richmond	DR BATTERY	Richmond
Private	Richmond	Private	Richmond
Ok Bottle Depot	Richmond	Private	Richmond
Home Depot	Richmond	Staples	Richmond
London Drugs	Richmond	Private	Richmond
Staples Canada/Business Depot	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Steveston Community Centre	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Canadian Tire	Richmond
Batteries Included	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Pharmasave	Richmond	Apple Store	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Pacific Mattress Recycling Inc.	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond

Name of Collection Facility	City	Name of Collection Facility	City
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Private	Richmond
Best Buy Canada	Richmond	Private	Richmond
Private	Richmond	Hamilton Community Centre	Richmond
Private	Richmond	Private	Richmond
Private	Richmond	Riondel Community Library	Riondel
Private	Richmond	Rossland Public Library	Rossland
Riondel Fire Department	Riondel	Private	Saanich
The Home Depot of Canada, Inc.	Saanich	Private	Saanichton
Central Saanich Home Hardware	Saanichton	Private	Saanichton
Private	Saanichton	Private	Saanichton
Private	Saanichton	Private	Saanichton
Private	Saanichton	The Source	Salmon Arm
Canadian Tire	Salmon Arm	Salmon Arm Landfill	Salmon Arm
Staples Canada	Salmon Arm	Vella Radio	Salmon Arm
Private	Salmon Arm	Private	Salmon Arm
Private	Salmon Arm	Private	Salmon Arm
Private	Salmon Arm	Private	Salmon Arm
Private	Salmon Arm	Private	Salmon Arm
RONA	Salmon Arm	Private	Salmon Arm
ListenUp! Canada	Salmon Arm	Private	Salmon Arm
Private	Salmon Arm	Private	Salmon Arm
Private	Salmon Arm	Pharmasave	Salt Spring Island
Salt Spring Island Recycling	Salt Spring Island	Staples Canada/Business Depot	Sardis
Pharmasave	Salt Spring Island	Scotch Creek Transfer Station	Scotch Creek
Savona Library	Savona	Sunshine Coast Regional District (SL)	Sechelt
Salish Soils	Sechelt	Canadian Tire	Sechelt
Private	Sechelt	Private	Sechelt
Connected Electronics	Sechelt	RONA	Sechelt
Private	Sechelt	Private	Shawnigan Lake
Private	Sechelt	Private	Shawnigan Lake
Private	Shawnigan Lake	Sidney Electronics	Sidney
Home Hardware	Sidney	Private	Sidney
Slegg Construction Materials	Sidney	ListenUP! Canada	Sidney

Name of Collection Facility	City	Name of Collection Facility	City
Private	Sidney	Bulkley Valley Bottle Depot	Smithers
Private	Slocan	Glacier View Satellite Ltd.	Smithers
Private	Smithers	BC Web	Smithers
Private	Smithers	Private	Smithers
The Source	Smithers	Private	Smithers
Timbermart store	Smithers	Sooke Home Hardware	Sooke
Private	Smithers	A&P Disposal and Recycling	Sooke
Private	Sooke	Private	Sparwood
The Source	Sooke	Private	Sparwood
Private	Sparwood	Private	Sparwood
Sparwood Communications	Sparwood	Private	Sparwood
Private	Sparwood	London Drugs	Squamish
Evergreen Projects Ltd.	Squamish	Home Depot	Squamish
Triton Automotive & Industrial	Squamish	Private	Squamish
Nesters Market	Squamish	Private	Squamish
Save-On-Foods	Squamish	Private	Squamish
ExtraFoods	Squamish	Private	Squamish
Private	Squamish	Private	Summerland
Border Town Recycling	Stewart	Summerland Home Hardware	Summerland
The Source	Summerland	Retirement Concepts	Summerland
Pharmasave	Summerland	Semiahmoo Bottle Depot	Surrey
Private	Summerland	Phil's Batteries & More	Surrey
Regional Recycling Cloverdale	Surrey	Panorama Return-it Depot	Surrey
RONA	Surrey	London Drugs	Surrey
Newton Bottle Depot	Surrey	White Rock Return-It Depot	Surrey
London Drugs	Surrey	London Drugs	Surrey
GEEP	Surrey	Home Depot	Surrey
Surrey Central Return-It	Surrey	London Drugs	Surrey
Staples Canada/Business Depot	Surrey	London Drugs	Surrey
Home Depot	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Home Depot	Surrey	Wastech Services	Surrey
Private	Surrey	Canadian Tire	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Competition RC (CRC)	Surrey
Staples	Surrey	Private	Surrey
RONA	Surrey	Private	Surrey

Name of Collection Facility	City	Name of Collection Facility	City
Private	Surrey	Private	Surrey
Canadian Tire	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Edmonds Batteries Ltd.	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Canadian Tire	Surrey	Staples Canada/Business Depot	Surrey
Private	Surrey	Pharmasave	Surrey
Private	Surrey	Private	Surrey
Canadian Tire	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
The Source	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Pharmasave	Surrey
Private	Surrey	Private	Surrey
Metro Mobile Radio Sales Inc.	Surrey	Kwantlen Student Association	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Simply Computing	Surrey	Private	Surrey
Apple Store	Surrey	Private	Surrey
Private	Surrey	Mountain Equipment Co-Op - Distribution Centre	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Jenhill Bottle Depot	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Surrey
Private	Surrey	Private	Taylor

Name of Collection Facility	City	Name of Collection Facility	City
Skimikin Transfer Station	Tappen	Staples Canada/Business Depot	Terrace
Do Your Part Recycling	Terrace	Private	Terrace
The Source	Terrace	Canadian Tire	Terrace
City of Terrace	Terrace	Private	Terrace
City Of Terrace - City Hall	Terrace	Coast Mountain Wireless Comm.	Terrace
Private	Terrace	Private	Terrace
Regional District of Kitimat-Stikine	Terrace	Private	Terrace
Terrace & Thornhill Landfill	Terrace	Northwest Regional Airport-Terrace-Kitimat	Terrace
Private	Terrace	Private	Terrace
Private	Terrace	Private	Terrace
West Coast Vape	Terrace	Private	Trail
Tofino Consumers Co-operative-Hardware	Tofino	Private	Trail
Private	Trail	Private	Trail
Trail Bottle Depot	Trail	Private	Trail
Canadian Tire	Trail	BV Communications	Trail
The Source	Trail	Private	TRAIL
Private	Trail	Private	Tumbler Ridge
Private	Trail	Windsor Plywood	Ucluelet
Private	Ucluelet	Valemount Transfer Station	Valemount
Home Hardware	Valemount	South Van Bottle Depot	Vancouver
Regional Recycling Vancouver	Vancouver	London Drugs	Vancouver
Private	Vancouver	London Drugs	Vancouver
London Drugs	Vancouver	Mills Basics	Vancouver
Recycling Alternative	Vancouver	Private	Vancouver
Private	Vancouver	London Drugs	Vancouver
City of Vancouver Transfer Station	Vancouver	DeWalt Factory Service (Canada)	Vancouver
London Drugs	Vancouver	Private	Vancouver
London Drugs	Vancouver	London Drugs	Vancouver
UBC Parent	Vancouver	London Drugs	Vancouver
RONA	Vancouver	Private	Vancouver
Home Depot	Vancouver	Private	Vancouver
Home Depot	Vancouver	London Drugs	Vancouver
London Drugs	Vancouver	Private	Vancouver

Name of Collection Facility	City	Name of Collection Facility	City
Staples Canada/Business Depot	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Best Buy	Vancouver	Staples Canada/Business Depot	Vancouver
Hewer Home Hardware	Vancouver	Private	Vancouver
Vancouver Police Dept	Vancouver	Free Geek (Vancouver)	Vancouver
London Drugs	Vancouver	Private	Vancouver
RONA	Vancouver	Staples Canada/Business Depot	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Staples Canada/Business Depot	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Kitslano War Memorial Community Centre	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Staples Canada / Business Depot	Vancouver
Vancouver Public Library	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Blight's Home Hardware	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	City of Vancouver, BC	Vancouver
Private	Vancouver	Gandy's Home Hardware	Vancouver
Private	Vancouver	Mountain Equipment Co-Op	Vancouver
Private	Vancouver	Private	Vancouver
H.P. Electronics	Vancouver	Emma's Hackery Services Inc	Vancouver
Science World At TELUS World of Science	Vancouver	Kitsilano War Memorial Community Centre	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Canadian Tire	Vancouver
Save On Foods	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver

Name of Collection Facility	City	Name of Collection Facility	City
Private	Vancouver	Private	Vancouver
Private	Vancouver	Fusion Cine	Vancouver
Morgans Battery Store	Vancouver	Apple Store	Vancouver
The Source	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Apple Store	Vancouver	False Creek Community Centre	Vancouver
Mountain Equipment Co-Op	Vancouver	Private	Vancouver
Private	Vancouver	Old Barn Community Centre	Vancouver
Private	Vancouver	Go Wireless Inc	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Windsor Plywood	Vancouver	Private	Vancouver
Private	Vancouver	UBC-Biodiversity Research Centre	Vancouver
Private	Vancouver	Private	Vancouver
UBC	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	The Source	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
The Source	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Jewish Community Centre	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Magnet Home Hardware	Vancouver	UBC-Mechanical Engineering	Vancouver
UBC	Vancouver	Private	Vancouver
Private	Vancouver	UBC-Dept of Physical Therapy	Vancouver
Ray-Cam Co-operative Centre	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver

Name of Collection Facility	City	Name of Collection Facility	City
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	UBC-Centre for Teaching, Learning & Technology	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Alma Mater Society of UBC	Vancouver
Private	Vancouver	Kerrisdale Cameras	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Renfrew Park Community Centre	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Staples Advantage	Vancouver
Private	Vancouver	Private	Vancouver
Pharmasave	Vancouver	Private	Vancouver
Private	Vancouver	Best Buy Canada	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Davie Village Home Hardware	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Private	Vancouver
Private	Vancouver	Taylor Bros. Home Hardware	Vanderhoof
Private	Vancouver	Vernon Battery, Ltd.	Vernon
Private	Vanderhoof	Private	Vernon

Name of Collection Facility	City	Name of Collection Facility	City
Interior Freight & Bottle	Vernon	RONA	Vernon
Staples Canada/Business Depot	Vernon	Home Depot	Vernon
London Drugs	Vernon	Private	Vernon
Best Buy Canada	Vernon	Vernon Mobile Radio	Vernon
Private	Vernon	Private	Vernon
Private	Vernon	Private	Vernon
Private	Vernon	ListenUp! Canada	Vernon
Windsor Plywood	Vernon	Private	Victoria
Private	Vernon	Bottle Depot	Victoria
Capital Regional District	Victoria	Private	Victoria
Alpine Recycling	Victoria	London Drugs	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Ellice Recycle Ltd	Victoria
Bottle Depot	Victoria	Island Batteries Inc.	Victoria
All Battery	Victoria	Private	Victoria
London Drugs	Victoria	London Drugs	Victoria
Private	Victoria	Staples Canada/Business Depot	Victoria
London Drugs	Victoria	Canadian Tire	Victoria
RONA	Victoria	Private	Victoria
Home Depot	Victoria	Radioworks	Victoria
Staples Canada/Business Depot	Victoria	Oak Bay Home Hardware	Victoria
Private	Victoria	Canada Scooters	Victoria
Ross Bay Home Hardware	Victoria	Private	Victoria
Bay Street Castle Building Centre	Victoria	Saanich Commonwealth Place	Victoria
Canadian Tire	Victoria	Gordon Head Recreation Centre	Victoria
Private	Victoria	Canadian Tire	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Canadian Tire	Victoria
Private	Victoria	Private	Victoria
Canadian Tire	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Pharmasave	Victoria	Private	Victoria
Greater Victoria Public Library	Victoria	Private	Victoria
Pharmasave	Victoria	The Source	Victoria

Name of Collection Facility	City	Name of Collection Facility	City
Private	Victoria	Private	Victoria
The Source	Victoria	Greater Victoria Public Libray	Victoria
Private	Victoria	Camosun	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Burnside Home Hardware	Victoria
Private	Victoria	Pharmasave	Victoria
Private	Victoria	City of Victora - Crystal Pool	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Simply Computing Victoria	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	RONA	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Pharmasave	Victoria
Private	Victoria	Private	Victoria
Oaklands Community Centre	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	The Source	Victoria
The Glow Store Inc.	Victoria	Private	Victoria
Mountain Equipment Co-Op	Victoria	Private	Victoria
Pharmasave	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Greater Victoria Public Library	Victoria
City of Victoria, Engineering	Victoria	Best Buy Canada	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	District of Sanich Annex Building	Victoria
Greater Victoria Public Library	Victoria	Private	Victoria

Name of Collection Facility	City	Name of Collection Facility	City
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Fido	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Greater Victoria Public Library	Victoria	Private	Victoria
The Source	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	St. Vincent De Paul	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Princess Auto	Victoria	Private	Victoria
Private	Victoria	Private	Victoria
Private	Victoria	Home Hardware	West Kelowna
Boucherie Bottle Depot	West Kelowna	London Drugs	West Vancouver
Private	West Kelowna	Staples	West Vancouver
Home Depot	West Vancouver	Private	West Vancouver
Simpson Home Hardware	West Vancouver	Private	West Vancouver
Gleneagles Community Centre	West Vancouver	Pharmasave	West Vancouver
Private	West Vancouver	Pharmasave	West Vancouver
Private	West Vancouver	Private	West Vancouver
The Source	West Vancouver	Private	West Vancouver
ListenUP! Canada	West Vancouver	Home Depot	Westbank
London Drugs	Westbank	Private	White Rock
Function Junction SW Depot	Whistler	Private	Williams Lake
Techshop Computers	White Rock	Canadian Tire	Williams Lake

Name of Collection Facility	City	Name of Collection Facility	City
Staples Canada/Business Depot	Williams Lake	Private	Williams Lake
Private	Williams Lake	CP Electronics/Thomas Comm.	Williams Lake
Private	Williams Lake	RONA	Williams Lake
Private	Williams Lake	Private	Winlaw
The Source	Williams Lake		
Private	Zeballos		

Appendix C – Samples of Education & Promotional Activities

Website Promotions

Blog

Home > Articles > Happy Stan's Recycling Services: Happily Keeping Batteries out of BC Landfills and Incinerators for over a Decade!

Search

Happy Stan's Recycling Services: Happily Keeping Batteries out of BC Landfills and Incinerators for over a Decade!

Recharging the planet. Recycling your batteries.™

BULK SHIPPING YOUR BATTERIES IS SAFE, EASY AND FREE!

call2recycle

GUIDELINES FOR CANADA BULK SHIPPING

- 227 kg Or More**
Check that your boxes are marked with 227 kg (50 lbs) for your shipping.
- Dry-Cell Only**
Ensure that you are shipping only dry cell batteries for 227 kg. Rechargeable batteries are not allowed for 227 kg shipping.
- Verify Transport Canada Requirements**
Verify that batteries are packaged to meet Transport Canada (TC) requirements. Batteries must be packaged in leak-proof, puncture-resistant containers for 227 kg. Batteries must be packaged in leak-proof, puncture-resistant containers for 227 kg shipping.
- Shipping Documents**
Log in to the Call2Recycle website to download the shipping documents. You will need your Call2Recycle ID. A user ID will be emailed to you. Please call 1-888-92-9764.
- Place On Pallets**
Batteries must be placed on pallets. Pallets must be at least 1.138 m high. After you place the batteries on the pallet, you must place the shipping documents on the pallet.
- Pick-Up**
Once your shipment is ready, you will receive a call from your distributor.

Find a Drop-Off Location

Enter Postal Code

Sustainability Stories:

In the 20+ years we have been operating our recycling program, we have worked with various companies and municipalities that share our core value to do the right thing for the environment. Check out what some of these organizations have to say about the Call2Recycle program.

[Read more](#)

How Vancouver General Hospital Improved its Battery Collections by 20% in Just One Year

Walk into any hospital and within minutes you will see battery-powered medical devices, whether it's an oral thermometer, defibrillator, infusion pump or otoscope. But what happens to the batteries hidden in those portable devices once they lose their charge?

At Vancouver General Hospital (VGH), the largest hospital in British Columbia, the solution is the Call2Recycle boxes that are found on every floor, including nursing stations, intensive care and other high-use areas.

The boxes symbolize how far this program has evolved. A decade ago, a single employee began collecting used batteries in a box next to his desk. "We started with a handful of people who had a passion to make recycling part of our day," said Vaun Malo, manager of Biomedical Engineering, VGH/UBC. "Our program matured, thanks to employees who wanted to make it work."

In the 10 years since, battery recycling has been embraced into the hospital's culture. "People here don't throw batteries in the regular waste bin anymore," said Malo. "They get an uneasy feeling if they can't recycle them."

The dedication has paid off. In 2014, VGH increased its battery collections 20%, from 3,181 pounds (1,443 kg) in 2013 to 3,948 pounds (1,791 kg) in 2014. Last year's collections included 730 pounds (331 kg) of rechargeable batteries and 3,218 pounds (1,460 kg) of non-rechargeable (alkaline and lithium) batteries. VGH is on track to collect a similar volume in 2015.

"Vancouver General Hospital epitomizes how healthcare

contact Us



We regularly feature articles on our participants to share best practices and inspire greater battery collections.

Seasonal Campaigns

**NBD 2017
FEB. 18th**

Recycle Your Batteries On NATIONAL BATTERY DAY

Lead the charge!
Batteries afford us many every day conveniences and are essential in powering our daily lives. But, the freedom to go unplugged comes with a responsibility. When your batteries run out, recycle them at one of the many convenient Call2Recycle® drop-off locations near you.

For more information:
Visit call2recycle.ca/nationalbatteryday
1-888-224-9764 • call2recycle.ca

call2recycle®
Leading the charge for recycling.

Recycle Your Batteries On NATIONAL BATTERY DAY

Lead the charge and recycle your old batteries at a drop-off location near you.

[Click for details.](#)

call2recycle®

call2recycle®

Recycle Your Batteries On NATIONAL BATTERY DAY

Lead the charge and recycle your old batteries at a drop-off location near you.

[Click for details.](#)

Lead the Charge National Battery Day web and print promotions

Seasonal Campaigns



call2recycle[®]
Leading the charge for recycling.™



BATTERIES

Turn back your clocks. Turn in your batteries.

It's almost that time of the year! This Fall, Call2Recycle will again encourage Canadians to take some extra steps to keep their near and dear ones safe, while making a positive impact on the environment. As Canadians turn back their clocks on **November 6**, we invite our collection partners to help spread the word about the basic safety measures that can be taken to protect households.

Here are a few easy things to do in less than an hour to ensure security:

1. Testing and changing the batteries in all smoke alarms and carbon monoxide detectors is crucial to household safety. All too often, this important task doesn't make it onto 'to-do' lists as people stay too wrapped up in their busy, daily routines.
2. Checking expiry dates for both smoke alarms and carbon monoxide detectors does not take very long, but could be the difference between life and death. It is dangerous to underestimate how important it is to have smoke alarms and detectors that work properly.

Sample *Recycle & Smile* advertisement and online autumn *Daylight Savings Campaign* promotion

Partnerships

EcoKids Battery Busters: Waste Reduction Week Contest!



Take Action This Waste Reduction Week and Run a Battery Recycling Campaign in Your School!

Call2Recycle partnered with EcoKids to invite schools to participate in the Battery Busters: Waste Reduction Week Contest! Get your whole school community involved to collect as many used batteries as possible for your chance to win prizes that will help support future environmental initiatives at your school.

Four prizes will be awarded. \$1,500 for the school that collects the most used batteries; \$1,500 for the school that collects the most used batteries in relation to their school population; \$1,500 for the school with the most creative and original battery collection display; and \$1,000 will be awarded to one school

EcoKids contest promotion, in conjunction with Earth Day Canada, and online promotion of Earth Rangers Battery Blitz Mission results

2016 Battery Blitz School Mission Contest Wraps Up

Earth Rangers Partners with Call2Recycle to Collect Over 5,500 kg of Batteries!

Earth Rangers and Call2Recycle are delighted with the incredible results of their **Battery Blitz School Mission Contest**, which challenged 50 Greater Toronto Area schools to collect and recycle as many used batteries as they could. This Mission not only taught students about the environmental impacts batteries can have when they end up in landfills, it also provided them with a tangible opportunity to take action by properly recycling batteries. [Read more.](#)



In a separate event, Earth Rangers & Call2Recycle congratulated the 12 winners of the **On-Line Battery Blitz Mission Contest** and everybody who participated in this **Mission**. Thanks to their commitment, we were able to recycle over 94,150 batteries during the month of February! [Read more.](#)

Appendix D – Audited Financial Statement

CALL2RECYCLE, INC., SUBSIDIARY AND AFFILIATE

Condensed 2016 and 2015 Consolidated and Combined Financial Statements

Condensed Consolidated and Combined Statements of Financial Position
Reported in U.S. Dollars

	2016			2015
	(\$'000)			(\$'000)
December 31,	Call2Recycle, Inc. & Subsidiary	Call2Recycle Canada, Inc.	Combined	Combined
ASSETS:				
Cash and cash equivalents	\$ 977	158	1,135	\$ 831
Receivables, no allowance deemed necessary	4,197	4,075	8,272	5,219
Due from (to) affiliate	2,270	(2,270)	-	-
Prepaid expense and other assets	177	118	295	444
Long-term investments	19,837	-	19,837	22,865
Net property and equipment	246	-	246	210
Total assets	\$ 27,704	2,081	29,785	\$ 29,569
LIABILITIES and NET ASSETS				
Accounts payable and accrued expenses	\$ 1,633	1,261	2,894	\$ 2,572
Line of credit	617	-	617	-
Unearned revenue	5,864	-	5,864	5,852
Total liabilities	8,114	1,261	9,375	8,424
Unrestricted net assets				
Undesignated	19,590	896	20,486	21,292
Board designated	-	189	189	180
Cumulative translation adjustment	-	(265)	(265)	(327)
Total net assets	19,590	820	20,410	21,145
Total liabilities and net assets	\$ 27,704	2,081	29,785	\$ 29,569

INDEPENDENT AUDITORS' REPORT

Board of Directors
Call2Recycle, Inc., Subsidiary and Affiliate

We have audited, in accordance with auditing standards generally accepted in the United States of America, the consolidated and combined statement of financial position of the Call2Recycle, Inc., Subsidiary and Affiliate (non-profit organizations) as of December 31, 2016 and 2015, and the related consolidated and combined statements of activities, changes in net assets, and cash flows for the years then ended (not presented herein); and in our report dated May 11, 2017, we expressed an unqualified opinion on those consolidated and combined statements.

In our opinion, the information set forth in the accompanying condensed consolidated and combined financial statements is fairly stated, in all material respects, in relation to the consolidated and combined financial statements from which it has been derived..



May 11, 2017

Smith + Howard

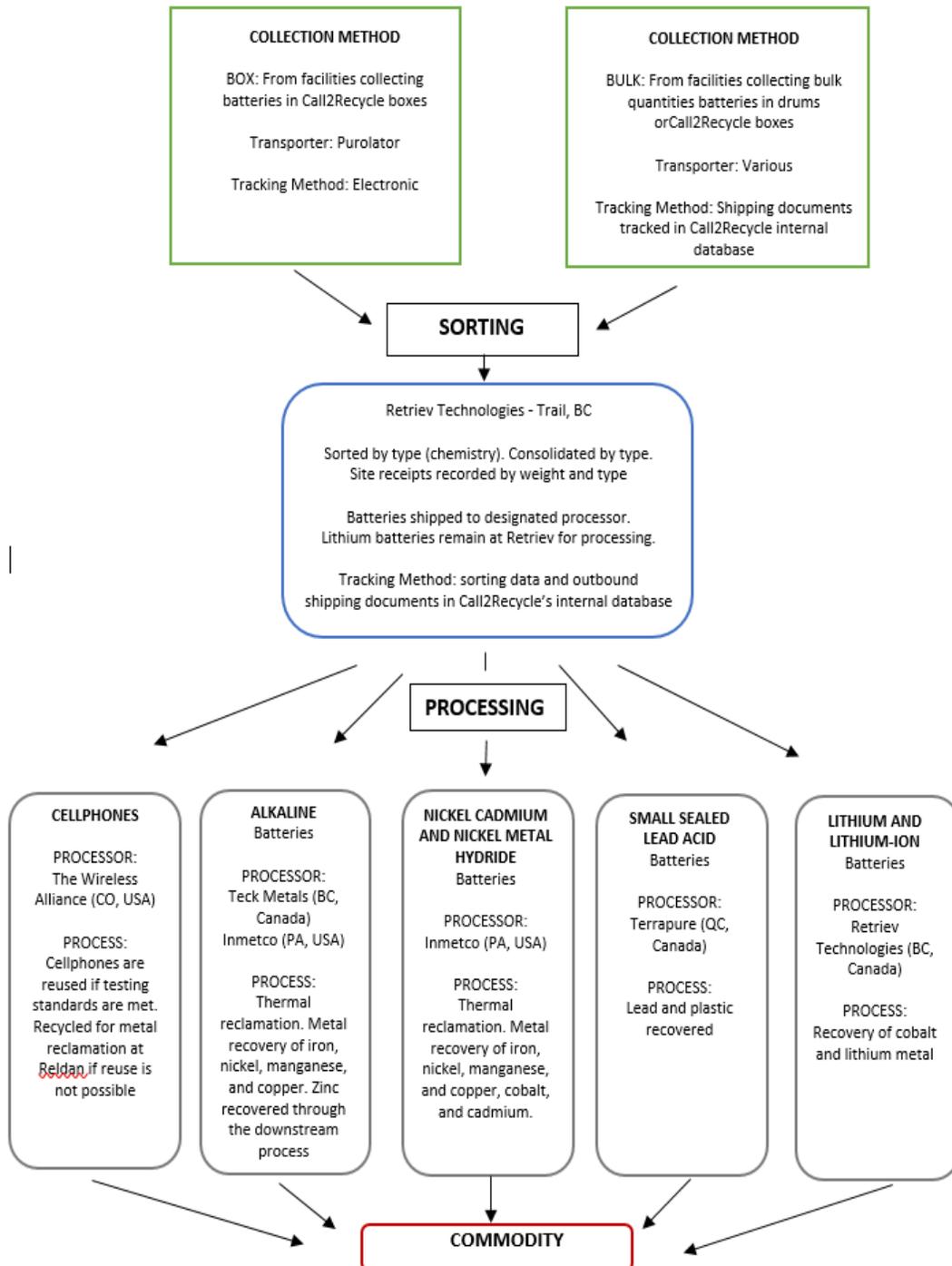
CALL2RECYCLE, INC., SUBSIDIARY AND AFFILIATE

Condensed 2016 and 2015 Consolidated and Combined Financial Statements

Condensed Consolidated and Combined Statements of Activities and Changes in Net Assets
Reported in U.S. Dollars

	2016			2015
	(\$'000)			(\$'000)
Years ended December 31,	Call2Recycle, Inc. & Subsidiary	Call2Recycle Canada, Inc.	Combined	Combined
OPERATING ACTIVITIES:				
Revenue				
Steward fees	\$ 8,189	7,942	16,131	\$ 14,749
Service fees	597	-	597	147
Recovered metals proceeds, net	579	197	776	947
Cell phone revenue	2,092	-	2,092	3,996
Total revenues	\$ 11,457	8,139	19,596	\$ 19,839
Expenses:				
Program expenses				
Collection and recycling operations	8,940	5,362	14,302	11,951
Public education	2,098	504	2,602	3,028
Seal administration	361	-	361	279
Total program expenses	11,399	5,866	17,265	15,258
Management and general expenses	2,498	1,699	4,197	4,347
Total expenses	\$ 13,897	7,565	21,462	\$ 19,605
Increase (decrease) in unrestricted net assets before non-operating activities	(2,440)	574	(1,866)	234
Non-operating activities:				
Intercompany fees	29	(29)	-	-
Investment income/(loss)	1,059	-	1,059	(254)
Increase (decrease) in unrestricted net assets	(1,352)	545	(807)	(20)
Unrestricted net assets, beginning of year	20,942	203	21,145	21,295
Translation adjustment	-	72	72	(130)
Unrestricted net assets, end of year	\$ 19,590	820	20,410	\$ 21,145

Appendix E – Recycling Process – Downstream Flow Chart



Appendix F – Auditor’s Report on Non-Financial Information

(See next pages)



INDEPENDENT REASONABLE ASSURANCE REPORT

To the Directors of Call2Recycle Canada Inc. on selected non-financial information included in the Call2Recycle Canada Inc. 2016 Annual Report

We have been engaged by the management of Call2Recycle Canada, Inc. ("C2R" or "Stewardship Agency") to undertake a reasonable assurance engagement of the following disclosures within the Stewardship Agency's Annual Report for the year ended December 31, 2016 (together the "Subject Matter"), in accordance with the evaluation criteria as listed in Attachment 1:

- Section 4 Collection system and Facilities - the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of BC Regulation 449/2004 (the Recycling Regulation);
- Section 6 Pollution Prevention Hierarchy and Product/Component Management - the Company's description of how recovered product was managed in accordance with the pollution prevention hierarchy in accordance with Section 8(2)(d) of the Recycling Regulation;
- Section 7 Product Sold and Collected and Recovery Rate - the Company's description of total amounts of product sold and collected and recovery rate in accordance with Section 8(2)(e) of the Recycling Regulation and;
- Section 9 Plan Performance - the Company's description of performance for the year in relation to approved targets under Section 8(2)(b),(d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

Management's Responsibility

Management is responsible for the preparation of the Subject Matter in accordance with the evaluation criteria as listed in Attachment 1. Management is responsible for such internal control as management determines is necessary to enable the preparation of the Subject Matter such that it is free from material misstatement. Management is also responsible for preparation of suitable evaluation criteria in accordance with the Assurance Requirements as specified under section 8(2)(h) of the Recycling Regulation.

Management is responsible for providing us with information about any frauds (including alleged and / or suspected instances of fraud) or illegal (or possibly illegal) acts communicated by employees, former employees or contractors and all related facts known by management that may relate to the Subject Matter.

INDEPENDENT REASONABLE ASSURANCE REPORT (con't)

Our Responsibility

Our responsibility is to express a reasonable assurance opinion on the Subject Matter based on the procedures we have performed and the evidence we have obtained. We conducted our reasonable assurance engagement in accordance with International Standard on Assurance Engagements 3000 (ISAE 3000 (Revised)), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, published by the International Federation of Accountants (IFAC). This standard requires that we plan and perform this engagement to obtain reasonable assurance about whether the Subject Matter is prepared, in all material respects, in accordance with the evaluation criteria presented in Attachment 1.

A reasonable assurance engagement includes examining, on a test basis, evidence supporting the amounts and disclosures within the Subject Matter. A reasonable assurance engagement also includes assessing the evaluation criteria used and significant estimates made by management, as well as evaluating the overall presentation of the Subject Matter. The main elements of our work were:

- Understanding and evaluating the design of the key processes and controls for managing and reporting the selected data used in preparing the annual report as it pertains to the Subject Matter;
- Assessing the risk that the Subject Matter information may be materially misstated;
- Responding to assessed risk through testing, on a selective basis, the preparation and collation of selected data prepared by management and reported in the Annual Report by management;
- Performing further procedures such as inquiring, inspecting, observing, vouching to independent sources, recalculating and re-performing procedures to obtain corroborating information to address identified risks linked to the Subject Matter; and
- Evaluating the sufficiency and appropriateness of evidence.

Our opinion does not constitute a legal determination on C2R's compliance with the Recycling Regulations.

Independence and Quality Control

We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.



INDEPENDENT REASONABLE ASSURANCE REPORT (con't)

Inherent Limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the Subject Matter and the methods used for determining and calculating such information. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgments. Furthermore, the nature and methods used to determine such information, as well as the evaluation criteria and the precision thereof, may change over time. It is important to read our report in the context of the evaluation criteria.

Opinion

In our opinion, the Subject Matter within the Stewardship Agency's Annual Report for the year ended December 31, 2016 is prepared in accordance with the evaluation criteria presented in Attachment 1, in all material respects:

- the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation;
- the description of how the recovered product was managed in accordance with the pollution prevention hierarchy under Section 8(2)(d) of the Recycling Regulation;
- the total amounts of the producer's product collected and, if applicable, the producer's recovery rate in accordance with Section 8(2)(e); and,
- the performance for the year in relation to approved targets under Section 8(2)(b), (d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation.

Restriction on Use of our Report

Our report has been prepared solely for the purposes of the Stewardship Agency's compliance with the reporting requirements relating to Sections 8(2)(b), (d), (e) & (g) of the Recycling Regulation and is not intended to be and should not be used for any other purpose. Our duties in relation to this report are owed solely to C2R, and accordingly, we do not accept any responsibility for loss occasioned to any other party acting or refraining from acting based on this report.

"BDO Canada LLP"

Chartered Professional Accountants

Cranbrook, BC
June 21, 2017



**Attachment 1 to the Auditor's Report
Evaluation Criteria**

Assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed	
Disclosure per annual report	Reference (Page #/Table #)
2016 Active Collection Sites by Sector - 1,664 sites	Collection system and Facilities on Page 9.
Decrease in the number of sites in 2016 - total of 57 sites or 3% less than prior year.	Collection System and Facilities on Page 9
Call2Recycle Collection Sites by Region Table	Pages 13-14
Call2Recycle Collection Facilities in British Columbia	Pages 21-44

Evaluation Criteria

The following evaluation criteria were applied to the assessment of the location of collection facilities and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation

- In B.C. Reg. 449/2004, collection facility" means (c) in respect of a product within the empty oil container product category, electronic and electrical product category, tire product category or packaging and printed paper product category, a collection facility established by the producer.

The definition of collection facilities is based on:

- a. Active Public Collection Sites - defined as a site that has shipped at least one receipt within the past 12 months, or any site that has enrolled in the program during the past 365 days regardless of receipt that any resident of BC can access and drop off used batteries during standard business hours.
- b. Active Private Collection Sites - defined as a site that has shipped at least one receipt within the past 12 months, or any site that has enrolled in the program during the past 365 days regardless of receipt that limited residents or businesses of BC can access during standard business hours.



- c. Collection sites are categorized by sector: Retail, Business Services, Government, Environmental, and Manufacturing.
- The location of the collection sites is based on:
 - a. Maximizing consumer convenience (frequency of trips) and accordingly Call2Recycle collection is from the following sectors Business Services; Environmental Services; Government (Provincial, Federal, and Municipal); Manufacturing; and Retail. The intent of public collection sites is maximizing consumer convenience where the greatest number of sites are retail sites.
 - b. Change in the number of active collection facilities is based the number of active sites as defined above and as compared to prior year.
 - c. Registration of collection sites: Call2Recycle does not require sites to complete a registration form. By contacting Call2Recycle to register for the program, the steward then explains the terms and conditions of the sites registration.
 - d. Location of physical sites based on physical location within the BC Regional District Municipal boundaries as sorted by postal codes.
- Reporting Period: January 1, 2016 to December 31, 2016



Assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy under Section 8(2)(d) of the Recycling Regulation

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed	
Disclosure per annual report	Reference (Page #/Table #)
Acknowledgements of the Pollution Prevention Hierarchy	Page 10-11
Product management process employed	Page 10-11
Processor Efficiency Rates by Battery Type and Processor	Page 12 - Recycle Efficiency Rates table

Evaluation Criteria

The following evaluation criteria were applied to the assessment of the description of how the recovered product was managed in accordance with the pollution prevention hierarchy under Section 8(2)(d) of the Recycling Regulation

Products included under Call2Recycle's stewardship plan are dry-cell single-use batteries rechargeable batteries weighing less than 5 kilograms each and cellphones. Products not included in the stewardship plan include wet-cell batteries and any battery weighing more than 5 kilograms. Corded and cordless household and business phones are also not included in the stewardship plan.

- Acknowledgment of the hierarchy is compared to the hierarchy itself.
- Compared the process employed by Call2Recycle as stated in the annual report to the original collection and recycling plan and the actual activities conducted during the reporting period.
- Call2Recycle received a R2 certification from Perry Jonson Registrars, Inc. certifying the organization's management of the collections, and the distribution to downstream processors, for the recycling of batteries and cellphones, having an expiration date of December 21, 2017.
- Reporting Period: January 1, 2016 to December 31, 2016.



Assessment of the description of total amounts of the producers product sold and collected and, if applicable, the producer's recovery rate in accordance with Section 8(2)(e) of the Recycling Regulation

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed	
Disclosure per annual report	Reference (Page #/Table #)
Processor Efficiency Rates by Battery Type and Processor	Page 12 - Recycle Efficiency Rates table
Batteries Sold and Product Recovered in 2016. Batteries sold in BC - 3,281,000kg, Primary batteries collect 495,155kg, Rechargeable batteries collected - 179,506kg, Total batteries collected 674,661kg. Batteries collected stratified by Region	Page 11 through 16

Evaluation Criteria

The following evaluation criteria were applied to the assessment of the description of total amounts of the producer's product sold and collected and, if applicable, the producer's recovery in accordance with Section 8(2)(e);

- To estimate the amount of sales into the market Call2Recycle partnered with Kelleher Environmental to perform an in-depth study of product sales into the market. The study utilized externally published reports (Consumer Electronics Sales & Forecast, Fredonia Industry Study, and the BCI National Recycling Rate Study) as well as internal research to analyze battery sales into BC by chemistry type. The comments in the annual report were compared to the calculation in this report.
- The recycling recovery rates quoted in the annual report were compared to the data provided directly by the mentioned parties.
- The product end fate data is provided directly to Call2Recycle by the processors who handle the materials and these rates are confirmed.
- Batteries Collected: Weights reported in the annual report are based on received and recorded sorted battery chemistries by weight at consolidation/sorting facilities and do not include packaging (boxes, pallets, drums, non-conforming items). Cellphones are counted by unit and weight. Sorting facilities provide daily reports and battery weights are entered into Call2Recycle's internal database. Collection totals are stated in the annual report are supported by documentation such as shipping documentation and receipt reports.



- Call2Recycle's internal database maintains a list of product shipments from collection facilities, stratified by regional district, for the reporting year under review and includes the following information:
 - a. The Collection Facility name/address.
 - b. The date of collection from the facility.
 - c. The consolidation site or processor to which the product was delivered.
 - d. The date of delivery to the consolidation site or processor.
 - e. The amount of product collected (in units and in weight, where applicable).
- Reporting Period: January 1, 2016 to December 31, 2016.



Assessment of the description of performance for the year in relation to targets in the approved Stewardship Plan under Section 8(2)(b),(d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation

Specific Disclosures in the annual stewardship report for which evaluation criteria were developed			
Performance Measure	Plan Target	2016 Result	Reference
Batteries sold in BC	N/A	3,281,000 kg	Page 16 - Plan Performance Table
Primary batteries collected	N/A	495,155 kg	
Rechargeable batteries collected	N/A	179,506 kg	
Total batteries collected	N/A	674,661 kg	
Recovery Rates: Primary Alkaline Small Sealed lead Acid (SSLA) Nickel Cadmium Other rechargeables	50% 65% 75% 50%	Range from 84%-94.2% 81% 80% Range from 78.4% to 86%	Page 12 -Recycling Efficiency Rate Commitments and Current Performance
Active collection sites	N/A	1,664	Page 9 - Collection system and Facilities

Evaluation Criteria

The following evaluation criteria were applied to the assessment of the description of performance for the year in relation to targets in the approved stewardship plan under Section 8(2)(b),(d) and (e) in accordance with Section 8(2)(g) of the Recycling Regulation in the approved stewardship plan.

- For the year ending December 31, 2016, Call2Recycle did not establish specific performance criteria in their stewardship plan in relation to Sections 8(2)(b) and (d) of the Recycling Regulation.



- The recovery rate targets in relation to Section 8(2)(e) of the Recycling Regulation that have been identified and reported on by management in the annual report are a representation of what was published in the approved stewardship plan titled "An All-Battery and Mobile Phone Collection and Recycling Plan for British Columbia" dated February 4, 2010. We have reviewed the February 4, 2010 report to confirm the statements being made in the annual report are consistent with that report. In 2016, Call2Recycle did not have plan targets for batteries sold in BC, primary batteries collected, and rechargeable batteries collected as the stewardship plan only contained targets through 2014.
- Recovery rates are representations from the third party processors that were corroborated directly with those processors.
- Reporting Period: January 1, 2016 to December 31, 2016.