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British Columbia Extended Producer Responsibility Plan for eMobility Products

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Extended Producer Responsibility Section
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Glossary

Batteries	Dry-cell rechargeable batteries – typically lithium-ion batteries – that are used to power eMobility products.
Collection Facilities	A location that has been approved to actively collect eMobility products covered under this program.
Damaged or Defective Batteries	Lithium batteries that are not intact or are physically damaged.
Disassembler	A third party that receives an eMobility product and separates the parts into five streams for recycling: batteries, electronics/wiring, rubber, metal and plastics.
eBikes	A bicycle-style transportation device with an integrated rechargeable battery, typically lithium-ion. Drive system can either be activated by pedalling or by a throttle such as a grip-twist, trigger, or button, and available in Class 1, 2, or 3, with no motor input at speeds more than 45km/hr.
Electric Scooters (eScooter)	A rechargeable battery-powered transportation device with a stem, handlebars, and designed to be stood on (or standing with a seat rest option) by the operator during travel. Batteries are typically lithium-ion. In most cases, the batteries will propel the device with or without human assistance to a top speed of 45km/hr.
eMobility Products	A category of battery-powered products that includes eBikes, eScooters, Hoverboards and eSkateboards (see above & below)
Environmental Handling Fee (EHF)	A fee per unit sold that is representative of the fee necessary to collect, handle, transport, and responsibly recycle products and the batteries that power them at the end-of-life.
eSkateboards	A battery-powered device with an electric motor where the battery is typically mounted below the deck, between the wheels or inside the wheels.
Extended Producer Responsibility (EPR)	An environmental policy wherein the producer is responsible for reducing environmental impacts across the life cycle of the product.
Hoverboards	A battery-powered personal transportation device consisting of two motorized wheels connected to a pair of articulated pads on which the rider places their feet.
Lithium-Ion (Li-Ion)	A type of rechargeable battery.
Portable Power	A lithium-based, stand-alone rechargeable battery.
Processing	Manual, mechanical, thermal, or chemical alteration for the purpose of recycling.
Processor	An entity that engages in processing eMobility products including batteries for the purpose of recycling.
Rechargeable Battery	A type of battery that is capable of being recharged.
Recycling Efficiency Rate	Defined by CSA as the amount of material recycled as a percentage of the amount of targeted material collected (inbound) minus reuse and shrinkage. The measurement of recycling efficiency will differ by program according to the nature of materials, markets and processing methods.
Recovery Rate	Part 1(1) of the British Columbia Recycling Regulation defines this as “the amount of product collected divided by the product generated, expressed as a percentage.”

Responsible Recycling Standard or R2	The R2:2013 standard outlines responsible recycling (“R2”) practices for the recycling of electronics globally. The requirements are comprehensive, covering environmental, health and safety, and data security practices. This standard is provided through an accredited third party to ensure the program practices are conducted in an environmentally responsible manner, protective of the health and safety of workers and the public, and the data on media devices is secure until destroyed.
SABC	Stewardship Agencies of B.C., a group of stewardship agencies who work together on common issues.

1. Introduction

Call2Recycle Canada, Inc., which administers the Call2Recycle® program, is a Canadian-owned not-for-profit product stewardship organization. Since 2010, Call2Recycle has managed a highly successful battery collection and recycling program in British Columbia (B.C.) under an approved Extended Producer Responsibility (EPR) plan. For more information on Call2Recycle, please visit www.call2recycle.ca.

This EPR plan for eMobility is being submitted by Call2Recycle Canada, Inc. to the B.C. Ministry of Environment and Climate Change Strategy (the Ministry). It goes into effect on March 1, 2022, and continues for five years until February 28, 2027. It will be managed by Call2Recycle’s local office in Vancouver. A fully-functioning eMobility recycling program can be initiated by leveraging Call2Recycle’s existing infrastructure, local staff, existing partners and suppliers, positive relationships with a wide range of stakeholders (including municipalities, depots, retailers and businesses), substantial industry support, and Board representation from the eMobility industry. Call2Recycle has successfully managed a successful EPR program in the province, including managing eMobility batteries, facilitating a seamless transition to the entire eMobility product.

1.1 Duty of Producer

Call2Recycle’s purpose is to assist producers in meeting their regulatory obligation with respect to collecting and recycling batteries and battery-powered products in accordance with provincial regulations. This EPR plan is submitted by Call2Recycle on behalf of the eMobility producers in accordance with Section 2 (1) of the British Columbia Recycling Regulation (the regulation), wherein a producer must:

- (a) have an approved plan under Part 2 [Extended Producer Responsibility Plans] and comply with the approved plan, or*
- (b) comply with Part 3 [Extended Producer Responsibility Program Requirements if No Extended Producer Responsibility Plan] with respect to a product in order to use in a commercial enterprise, sell, offer for sale or distribute the product in British Columbia.*

2. Appointment of a Stewardship Agency

Representing eMobility producers, Call2Recycle’s members include manufacturers, brand-owners, first-importers, and retailers of eMobility products in B.C.

Call2Recycle's ePR eMobility plan is for eBikes, eScooters (electronic scooters), hoverboards and eSkateboards (electronic skateboards). Call2Recycle currently represents more than 45% of obligated brands/producers, both in terms of value and units sold in British Columbia. Additionally, the number of stewards participating in this plan will grow throughout 2022 due to Call2Recycle's experience and relationships in B.C. and throughout North America. For a list of producers who are members of Call2Recycle as of plan submission, please visit Appendix E. Since this number will increase, an up-to-date list can always be found at: www.call2recycle.ca/list-of-stewards/.

Call2Recycle has sent all producers written notification of their obligation. Once the producers confirm that they are obligated and appoint Call2Recycle as their designated ePR program, the producer must enter into a formal membership agreement with Call2Recycle acknowledging that Call2Recycle will manage their obligations under the regulation. The Membership agreement is available to the Director under the Environmental Management Act (the Director) upon request. Those producers who have not yet entered into a membership agreement but intend to utilize Call2Recycle to fulfill their obligations enter into a letter of intent (LOI) with Call2Recycle. The LOI is also available upon request.

2.1 Agency Governance

Call2Recycle is incorporated under the *Canada Not-for-Profit Corporation Act and B.C. Societies Act* which can be found at www.call2recycle.ca/about and is governed by a board of directors comprised of producers and independent directors. As of February 2022, the board of directors comprises members representing multiple sectors, including retailers, producers, and independent board members. It also includes producers currently selling eMobility products in British Columbia. A list of the Call2Recycle Board of Directors can be found in Appendix A and can also be found at <https://www.call2recycle.ca/board-of-directors/>.

All relevant reports, policies, and guidelines are available to Call2Recycle's members at <https://www.call2recycle.ca/> under the steward section of the website. All policies and bylaws can be found at www.call2recycle.ca/resources-support-centre/. In addition to the website, Call2Recycle distributes member-specific newsletters to provide relevant program updates and notifications and hosts an annual general meeting in June of each year. The newsletters provide information on financials, collections results, marketing activities and more. Financial reports are available to members in the corporate annual report and in the [B.C. annual report](#) to the Director.

Call2Recycle routinely engages other stakeholder groups, including the Retail Council of Canada (RCC), to consult and update their members on pertinent program information and changes. Call2Recycle also commits to engaging with members of the B.C. Product Stewardship Council (BCPSC) on an annual basis to provide program updates and gather feedback on program improvements. Call2Recycle will also meet with other stakeholder groups upon request to capture feedback and address concerns if possible.

2.2 Agency Governance Performance Monitoring and Reporting Commitments

Any changes in Call2Recycle's governance or structure from one year to the next will be disclosed in the annual report.

3. Products Covered under the EPR Plan

In British Columbia, sporting equipment, electrical or electronic components, including eBikes, eScooters, Hoverboards and eSkateboards (eMobility), is regulated under the Recycling Regulation Schedule 3, 2 (1)(g). In accordance with this section of the Regulation, Call2Recycle will collect and recycle eMobility products such as eBikes, eScooters, eSkateboards and hoverboards (subject to a top speed of 45 km/hour), including both the product and the batteries that power them. These products are sold by retailers, both online and in various retailers throughout the province.

3.1 Products Accepted and Excluded under this EPR Plan

Accepted Products:

- eBikes (including battery and bike)
- eScooter (including battery and scooter)
- Hoverboard
- eSkateboard (including battery and skateboard)

Excluded Products:

- Personal transportation devices designed to exceed 45 km/hour
- Treadmills
- Bicycle trainers (e.g., stationary bikes)
- Motorcycles
- Golf carts
- Adult mobility chairs
- Go-karts
- Outdoor electric power equipment
- Bikes, scooters, skateboards and hoverboards that are not battery powered

A similar program is also offered in the province by the Electronic Products Recycling Association (EPRA).

3.2 Orphaned/Free Rider eMobility Products

“Orphaned eMobility Products” refers to products produced by a manufacturer that either no longer exists or no longer produces eMobility products. “Free-rider” refers to an eMobility product whose producer is not a registered member of Call2Recycle. Call2Recycle makes concerted efforts to register all obligated entities under the regulation to eliminate free-rider activity. However, it should be noted that the Call2Recycle program accepts both orphaned and free-rider products.

4. Stakeholder Consultation

4.1 Consultation Undertaken Prior to EPR Plan Submission

This EPR plan and notice of consultation will be posted to Call2Recycle’s website (call2recycle.ca/british-columbia/) on March 1, 2022, and will allow for a 45-day consultation period ending on April 15, 2022.

Call2Recycle will hold three (3) consultation sessions via webinar. The first session will be by invitation to all BCPSC members and will be on March 22 (at 11 am PST). Registration will not be required. The

second (March 29 at 11 am PST) and third session (April 5 at 11 am PST) will be open to all stakeholders with registration required. The comment period will close on April 15, 2022.

The consultation process will engage a cross-section of program stakeholders, including producers/industry, collection facilities, processors, members, government (local and federal), associations, and other EPR programs. All consultation materials will be available on Call2Recycle's website at call2recycle.ca/british-columbia/. The webinar's content will mirror the layout and contents provided in this EPR plan renewal document.

Notice of the consultation and webinars will be distributed through the following channels, which target key stakeholders and producers:

- Notification to registered Call2Recycle collection facilities in B.C.
- Notification to B.C. producer-members.
- Notification via Call2Recycle newsletter to subscribers.
- Distribution of the notice of consultation via Recycling Council of B.C. (RCBC).
- Distribution of the notice of consultation via Coast Waste Management Association.
- Distribution of the notice of consultation to all members of the B.C. Product Stewardship Council.
- Individual email notification to other identified key stakeholders.

During the one (1) hour consultation webinar, approximately 30 minutes will be allotted for the presentation and 30 minutes will be allotted for questions. The stewardship plan and consultation materials will clearly provide sufficient detail to enable those affected by the plan and program operations to determine the implications to their interest, including, if applicable, a summary of the program's potential impacts, both positive and negative, to affected stakeholders.

The process for reviewing submissions and responding to stakeholders will be transparent. All comments and responses will be published on the Call2Recycle website and made available to the B.C. government to supplement this plan.

4.2 Ongoing Stakeholder Consultation

Throughout the plan period, Call2Recycle will continue to engage with stakeholders. The program encourages stakeholders to provide program feedback on an ongoing basis. Some opportunities to provide feedback include annual general meetings for producer-members, collector and member newsletters and program updates, in-person meetings with stakeholders at conferences and events, and in-person visits and phone calls to collection facilities. From time to time, Call2Recycle may initiate a survey distributed to program participants and key stakeholders. This survey intends to identify program benefits and areas of improvement.

5. Collection System and Consumer Accessibility

Call2Recycle envisions an extensive network where consumers and businesses can either 1) drop off eMobility products for recycling at designated collection facilities, including independent bicycle retailers, municipalities and depots, at no additional cost (as per section (5)(c)(iii) of the regulation) or 2) initiate a request for pick-up at their residence or place of business ("Concierge Service").

Call2Recycle will develop a diverse collection footprint that will leverage Call2Recycle's existing relationships with municipalities, depots and retailers. The short-term limitation on launching with collection facilities is the inherent risks with these products, particularly the batteries. Collection facilities must first be trained in handling, packaging and shipping products.

Below are other considerations when adding collection facilities, particularly over the first year:

- **Accessibility** – To ensure an optimal number of collection facilities available based on geography, population density, and ease of access.
- **Convenience** – Facilitate ease of drop-off for consumers in urban areas and, ultimately, as products become more prevalent, in rural and remote communities by providing collection services at non-traditional drop-off locations, or recycling/round-up events.
- **Cost-effectiveness** – Effectively manage the program's cost-to-serve for continued growth and success.
- **Environmental health and safety** – Call2Recycle will work with companies wishing to enroll to promote environmental health and safety.

5.1 Collector Compensation

In accordance with section (5)(c)(i) of the regulation, producers collect and pay for the costs associated with managing eMobility products covered under Call2Recycle's EPR plan. This includes products that were previously or are currently sold, distributed, or offered for sale in B.C.

Call2Recycle offers compensation to municipalities and depots collecting eMobility products. Qualifying collection facilities must enter into an agreement with Call2Recycle to receive compensation. Multiple factors are considered when calculating compensation for contracted collectors to accept and manage Call2Recycle program materials including:

- Labour and handling time.
- Equipment costs to manage the product.
- Space and storage requirements.
- Average cost per square foot (including overhead) to manage Call2Recycle's program material.
- Administration required to manage the product and complete required paperwork.

Call2Recycle has engaged MNP, a Canadian national accounting, tax and business firm, in January 2022 to review contracted collectors' cost compensation, including time and motion studies. The study's objective is to develop fair compensation for collectors' efforts in collecting and handling program material. MNP's approach will use data collection (surveys) and time and motion studies to develop an activity-based costing model to calculate collector cost, attribute costs to the program, and assess the per-unit costs incurred relative to compensation levels. Call2Recycle will provide MNP with an average weight per product unit, the average weight per shipment, and program requirements. The compensation model will be calculated using both time and motion study results and the survey data collected from respondents to determine both the gross and contribution margins related to Call2Recycle compensation.

Call2Recycle will review compensation rates subject to cost and time inputs and integrate the outcome into a compensation program for participating collection facilities.

The program covers all costs for collection. This includes the Concierge Service – direct pick-up from any fixed location in the province – critical for the program to maintain high accessibility, particularly in provincial areas where collection facilities may not be possible due to low population density.

5.2 Collection System

Call2Recycle Canada's network of collection facilities across the province will provide consumers with convenient access to drop-off locations in high-density population areas for their used eMobility products. The program uses a qualification process for collection facilities to maximize returns.

Call2Recycle tracks product collections from each collection facility and pick-up by product type (see Appendix D for more details on this process). Once shipments are received at the disassembly facility, the product is weighed, the components are separated, and the product type is recorded. Using this information, Call2Recycle regularly reviews the collection results of all regional districts to identify underperforming collection facilities or under-serviced areas of the province. In the case of underperforming collection facilities, Call2Recycle staff outreaches to these facilities to encourage increased participation. In under-serviced areas of the province, Call2Recycle staff pursue additional opportunities to collect.

A request for Concierge Service can be initiated in two ways: via a form on the website (see Appendix C) or by calling Call2Recycle's customer service line. In both cases, several qualifying questions will be posed to ensure that the products are covered under the program and to capture the details of the actual pick-up plan. Upon receiving and approving the pick-up request, the goal is to pick up the eMobility products within 2-4 business days (in densely populated urban areas) and within 10 business days (in remote regions of the province). A consumer that initiates the Concierge Service will receive an acknowledgement along with a confirmation of the planned pick-up time 24 hours before the scheduled time.

The transporter/pick-up service provider supporting the Concierge Service and collection facilities will be **Battery Doctors**, a subsidiary of parent company **Matichuk Holdings Ltd.** ([Kelowna Recycling | Kelowna, B.C.](#)). Battery Doctors is a recycling leader in B.C. and operates as part of a full-service recycling centre (Kelowna Recycling), offering both drop-off and pick-up services for various recyclable products. Battery Doctors is currently a transportation service provider for Call2Recycle's household battery recycling program, servicing bulk collection sites in the Kelowna area with plans to expand into the Lower Mainland in 2022.

Disassembly of the eMobility products will be handled by two parties:

Matichuk Holdings Ltd. (see above) may also disassemble the eMobility products. Disassembling products at the consolidation point of the transporter offers considerable efficiencies. **Matichuk Holdings Ltd.** will send the parts to the recycle streams provided below upon disassembly.

The other disassembly option is **Our Community Bikes** ([Our Community Bikes | Vancouver Bike Shop and Social Enterprise](#)). Our Community Bikes (OCB) is a community bike shop for DIY bicycle repair and affordable bike maintenance and sales with a mission to provide bikes to underserved communities, empower people to fix their own bikes, and increase diversity within the cycling industry. OCB is also a bicycle recycling depot. By recycling and refurbishing bicycles, it takes bikes out of the waste stream, offer affordable bikes for sale, and encourage cycling as a sustainable, healthy transportation choice. OCB will provide this same service to eScooters, eSkateboards and hoverboards.

After disassembling the eMobility products, **OCB** and **Matichuk Holdings Ltd.** will handle, store and ship batteries using Call2Recycle's approved and patented containers. Transportation of batteries will be governed by Call2Recycle's existing permits (see section 8.1) to ensure safety. **OCB** and **Matichuk Holdings Ltd.** have been properly trained to handle this responsibility.

OCB and **Matichuk Holdings Ltd.** will send disassembled eMobility material into five recycling streams: metals, rubber, plastics, electronics/wiring, and batteries. The downstream vendors recycling the materials are:

- **Metals** will be handled by:
 - **Richmond Steel Recycling** ([A Leader in Scrap Metal Recycling | Richmond Steel Recycling](#)) is a leading scrap metal recycler located in the heart of British Columbia. It is committed to the principles of environmental sustainability and works to protect our planet by recycling a wide range of scrap metals. Over four decades of experience in the recycling industry, it maintains top-notch safety standards in addition to providing world-class service.
 - **Schnitzer Steel** ([Schnitzer Steel](#)) is a global leader in the metals recycling industry. Founded in 1906, it collects, processes and recycles raw scrap metal (ferrous and nonferrous) and provides processed scrap metal to mills and foundries around the world. Its steel manufacturing facility transforms recycled scrap metal into quality finished steel products such as reinforcing bar (rebar), wire rod, coiled bar, merchant bar and other specialty products.
- **Rubber** parts will be sent to **Crumb Rubber Manufacturers** ([CRM Rubber Manufacturers | CRM Rubber](#)). Established in 1998 and with 5 manufacturing plants in the United States and Canada, CRM® is North America's largest ambient and cryogenic crumb rubber manufacturer. It provides customers with leading edge technology and specializes in crumb rubber for rubberized asphalt, sports fields and track infill and rubber-molded products. With over 20 years in business, it has established a reputation for excellence and routinely sourced crumb rubber to the largest asphalt contractors and synthetic turf product companies in North America.
- **Plastics** will be sent to **Reclaim Plastics** ([Burnaby Plastic Recycling- Reclaim Plastics](#)). Based in Burnaby, B.C., Reclaim Plastics handles a range of plastics, primarily from the automotive industry.
- **Electronics and wiring** will be managed by **Greentec** ([Greentec](#)). Greentec is a certified

electronics recycling company. It helps businesses and organizations securely dispose of electronic devices in a compliant and cost-effective manner. It is committed to a circular economy by supporting clients with secure and sustainable electronics recycling solutions. Greentec is currently an approved downstream vendor of Call2Recycle and handles the recycling/refurbishing of all the cellphones collected through the current program. Greentec is R2 certified.

- Lithium-ion **batteries** will be shipped to **Retriev** in Trail, B.C. ([Retriev Technologies | Battery Recycling and Management](#)). For over 25 years, Retriev has built its reputation as a global leader in battery recycling and management. It has a well-respected record of accomplishment in research and development, excellent client services, and the highest level of environmental compliance that demonstrates its unwavering commitment to the best recycling practices.

Product Pathways Not Directly Managed by the EPR Program

There will be some instances when eMobility products may not flow through Call2Recycle's program. Other stewardship programs may manage some. In addition, when market-based commodity values for metals are high, collectors may sell their products rather than recycle them. Products including batteries may also be improperly disposed of in the garbage or through standard/blue-box curbside recycling. Call2Recycle will continue to educate British Columbians on safe and proper recycling at end-of-life. As a part of Call2Recycle's annual awareness study, battery recycling behavioural trends are surveyed. This study will be expanded to include eMobility products in 2022. Study results are used to develop promotional and educational campaigns to inform residents of the appropriate way to dispose of and recycle batteries at the end of life.

Call2Recycle participates in a waste composition audit facilitated through SABC. eMobility products found in the waste stream cannot be solely attributed to Call2Recycle's program since other stewardship agencies manage them. The program uses information gleaned from the audit to identify areas of improvement. Call2Recycle will report on the SABC facilitated waste audit in the annual report to the Director.

5.3 Consumer Accessibility

Call2Recycle will engage with and encourage residents to drop off their eMobility products or arrange for pick-up. With its Concierge Service, Call2Recycle meets its legacy goal to ensure that at least 95 percent (%) of British Columbians reside within 15 kilometers of an active public collection facility. Accessibility is calculated by using commonly accepted Geographic Information System (GIS) practices.

All collection facilities will be listed on Call2Recycle's [website](#) locator. To be an active collection facility, a site must have enrolled in the program during the calendar year or have shipped eMobility product(s) over the previous 12 months.

Call2Recycle commits to free and reasonable access to physical collection facilities. To ensure an optimal number of collection facilities are available based on geography, Indigenous communities' needs, population density, and ease of access are considered. The program will work to increase coverage in under-served or remote areas of the province by seeking opportunities to enroll permanent collection facilities to provide year-round recycling for eMobility products. Call2Recycle will work with local government, Indigenous communities, or other stakeholders on a collections event if this is not possible.

As a member of the SABC, Call2Recycle participates in the collaborative process with the BCPSC in which local governments provide information to stewardship agencies on under-serviced communities and identify collection opportunities.

5.4 Collection Targets and Recovery Rates

The 75 percent (%) recovery rate as set out in the regulation for eMobility products is impractical. These products are durable and expensive goods with lifespans measured in decades. This, coupled with the rapid changes in technology and the light-weighting of material, make recovery rates an impractical measure. In addition, sales data is reported in units and collection is tracked by weight. Because of this, a recovery rate calculation would be a rough estimate based on average weights of products which could vary over the years between sale and end-of-life. This is further complicated when riders keep certain components from their eMobility device for use on the next device. For example, it is common for seats, dropper posts, handlebars, tires, and rims to carry over to the next eBike. Finally, when returned, some products are in a broken state, which renders them impossible to identify. All of this combines to make the conversion between units and weight inaccurate and impractical to do with a reasonable degree of accuracy as there is a multitude of different items collected with vastly varying ages.

Instead, Call2Recycle commits to recycle 100% of eMobility products available for collection, regardless of brand or location of the products in the province.

5.5 Collection Systems, Consumer Accessibility Performance Targets and Reporting Commitments

Performance Targets:

- Accessibility is based on picking up an eMobility product within 10 business days of submitting a pick-up request.
- Recovery Rate – 100% of total weight (kilograms) available for collection in B.C. during each calendar year.

Reporting Commitments:

In the annual report to the Director, Call2Recycle will report on the following:

- The total weight of eMobility products (both by type and as an aggregated total) collected during the reporting year.
- Number of active collection facilities in the province by type (e.g., depots).
- Number of collection facilities in each regional district.
- Total kilograms collected in each regional district including collections by weight per capita to be used, amongst other reasons, to address underserved areas.
- Location of collection facilities.
- Changes in number of collection facilities from previous report.
- Total units of eMobility products sold by participating obligated producers by type into B.C. during a calendar year.
- Result of the SABC facilitated waste composition audit with respect to eMobility products.

All information in this section is consistent with the requirements for the assurance of non-financial information, including program-specific definition and applicable criteria.

6. Consumer Awareness

Call2Recycle's promotion and education initiatives are designed to inform consumers of the benefit of eMobility recycling and where and how to safely do so as per section 5(1)(iv) of the regulation.

6.1 Consumer Awareness Approach

Consumer awareness is critical to the success of any EPR program, and as such, Call2Recycle deploys a multi-pronged promotions and education approach to increase the level of awareness and incidences of eMobility recycling. Its efforts include both traditional and digital strategies, including:

- Call2Recycle website
- Google AdWords
- Social media
- Customer service call centre
- RCBC Recycling hotline and Recyclepedia
- Point-of-sale signage and handouts available to all retailers (available on call2recycle.ca)
- Sponsorships and collaborations with like-minded associations
- Traditional Advertising
- Media relations outreach

To gauge its effectiveness to positively move the 'recycling' needle, Call2Recycle conducts a provincial annual consumer awareness study¹. As a part of Call2Recycle's annual awareness study, battery recycling behavioural trends are surveyed. Study results are used to develop promotion and education campaigns to inform residents of the appropriate way to dispose of and recycle batteries at the end of life. This study will be expanded to include eMobility products in 2022.

The study will help Call2Recycle quantify levels and trends in consumer awareness (e.g., level of awareness that eMobility products can be recycled) and behaviours and the effectiveness of its outreach campaigns to increase recycling incidences among target audiences. Call2Recycle commits to reporting the results of its annual consumer awareness study in support of its goal to attain an awareness level over the term of this plan of 50 percent (%) or higher². The program will also disclose the question's wording to measure awareness in the annual report. As part of the consumer awareness survey, Call2Recycle will also measure the percentage of British Columbians who recycled eMobility products each year (incidence). These numbers will be included in each annual report.

To help raise awareness, drive participation, and maximize collections with B.C. residents, Call2Recycle will offer collection facility participants opportunities to participate in various education and promotion campaigns. On a parallel track, Call2Recycle will implement a proactive outreach program targeting

¹Call2Recycle contracts with reputable market research companies to conduct consumer awareness studies.

² Call2Recycle also participates in the SABC consumer awareness survey; however, for the purpose of the annual report to the Director, the results from Call2Recycle's initiated study will be used.

opinion leaders, stakeholders, and media outlets. This will be complemented by integrated, multi-channel promotions through traditional and digital media and sponsorships and partnerships to reach the defined target audiences and further diversion goals efficiently.

Objectives for consumer awareness campaigns are as follow:

- 1) Educate and Motivate:** Inform B.C. residents:
 - a. eMobility products can and should be recycled.
 - b. Why it is important to recycle eMobility products.
 - c. How and where to safely recycle eMobility products.
- 2) Move to Action:** Demonstrate the ease of accessibility to eMobility drop-off sites and provide options to help the public identify convenient collection locations via online and telephone locators.

6.2 Target Audiences

Target Audiences will include:

B.C. Residents	Collection Network	Stakeholders
<ul style="list-style-type: none"> Active people doing short to mid-distance errands; enthusiast riders who continue to ride as they age; and people who do not ride due to the effort (eBikes) Young riders ages 18 to 30; and ride-sharing to commute (eScooters) Young male consumers (hoverboards & eSkateboards) 	<ul style="list-style-type: none"> Collection facilities – includes independent bike retailers and others that are participating in collecting, handling and sending eMobility products for recycling Direct pick-up via Concierge Service 	<ul style="list-style-type: none"> Key Influencers (Local Government, Industry and Trade Associations, and Non-Governmental Organizations) Call2Recycle Members/Obligated Producers Collectors Media, Experts, Influencers

Strategies for engaging the target audiences include but are not limited to:

- Annual public awareness and education campaigns (e.g., Earth Week and Canadian Environment Week).
- Promotion through independent retail bike shops.
- Promotion through industry publications (e.g., The Loam Wolf, Pinkbike, etc.).
- Google AdWords.
- Targeted awareness programs.
- Promotional events.

- Program material available at point of sale³.
- Engaging with school-aged children to provide education about the importance of recycling.
- Ongoing communication with collection facilities (in-person, over the phone, and in writing).
- Newsletters to collectors and members.

Call2Recycle works with other programs to increase awareness and encourage recycling behaviour.

Initiatives include:

- Member of SABC, a group of stewardship agencies who seek synergies whenever possible.
- B.C. Recycles:
 - BCrecycles.ca is an SABC-led initiative offering information on all SABC member programs.
 - Recycling Handbook/Brochure that describes all SABC member programs.
- Participation in programs such as the First Nations Recycling Initiative (FNRI), a program supported by several stewardship agencies in B.C., which is specifically for First Nations. The FNRI is intended to increase awareness about recycling and facilitate recycling programs in First Nations communities.

6.3 Overcoming Barriers to Recycling

Call2Recycle recognizes that there are opportunities to increase general recycling behaviour amongst consumers. In order to encourage consumers to recycle, Call2Recycle will focus on education regarding why, how, and where to recycle. To gain more clarity and certainty regarding the effectiveness and impact of consumer key messages, Call2Recycle initiated a messaging and creative testing project in August 2019, which will expand in 2022 to include eMobility products. British Columbians will be surveyed via Google Survey. Following the survey, Call2Recycle will host focus groups with British Columbians to determine public preference for supporting messages or headlines that relate back to the leading message. Participants will also be asked to identify the most preferred and impactful supporting creative to illustrate and deliver the associated message.

In addition, through market research, the program will refine segments of the population that are most likely to use eMobility products and have the greatest need to recycle them at end-of-life. In order to encourage consumers to recycle, promotion and education outreach will be geared to target demographics. This approach will be balanced with overall awareness-building promotion and education initiatives across the province. Call2Recycle will investigate alternative methods to collect eMobility products to increase convenience and participation.

6.4 Performance Monitoring and Reporting Commitments

Call2Recycle will report on the following metrics in the annual report to the Director.

Performance Targets:

- Attain an awareness level of 50 percent (%) or higher during the term of the plan.

³ Point of sale materials are available to all members. It is at the discretion of the member whether to supply them to consumers. Material includes information on fees and accepted products.

Reporting commitments:

- The question asked to measure awareness in the annual consumer awareness study.
- The percentage of British Columbians who recycled eMobility products as reported in the annual consumer awareness study.
- The number and type of marketing and awareness activities executed within the calendar year.
- The number of resulting searches on the web-based Call2Recycle collection facility locator.

7. Management of Program Costs

7.1 Program Funding and Reserves

Call2Recycle's funding mechanism is based on a "fee per unit sold" model referred to as Environmental Handling Fees (EHFs). The fees are set through a budgeting process and then reviewed and approved by the Call2Recycle Canada, Inc. Board of Directors.

EHFs will be calculated based on the actual cost to collect and responsibly manage eMobility products at end-of-life in British Columbia. EHFs will be used to fund the program, including but not limited to promotion and education, collection, transportation, processing, and administration. Call2Recycle will ensure accurate member remittances through a system that includes periodic audits to verify compliance and completeness of reporting of EHFs. It will be solely the decision of the individual member whether to charge the EHF as a visible line item on the receipts at the time of sale or to internalize the EHF into the cost of the product.

The organization will maintain a reserve fund, where Call2Recycle Canada's Board of Directors determines reserve amounts. This fund will ensure the stability of the program and the organization's ability to deliver on any future financial obligations that may arise, including wind-down costs if necessary.

7.2 Financial Reporting

Call2Recycle will comply with all annual reporting requirements as stipulated by the regulation. The organization's finances, including financial statements specific to the B.C. eMobility program, will be audited annually by an independent third-party auditor in accordance with generally accepted accounting principles and industry practices. The results will be made public and provided to stakeholders through the provincial and corporate annual reports.

7.3 Performance Monitoring and Reporting Commitments

Call2Recycle remains committed to operating a transparent program. Independently audited financial statements will be produced annually and will detail revenues and expenditures for associated EHFs collected from the sales of eMobility products in British Columbia during the calendar year. The audited financial statements will also be available in the annual report to the Director and the corporate annual report, which is shared with stewards and publicly available on the Call2Recycle website.

8. Management of Environmental Impacts

The province abides by the pollution prevention hierarchy – reduce, reuse, and recycle – however, this hierarchy can be more difficult to apply to eMobility products than to other materials and products. Refurbishing eMobility products for reuse can pose an unacceptable safety risk to consumers if not done properly. Therefore, Call2Recycle will exclusively focus on recycling these products and materials.

Recycling is the most viable way of ensuring that eMobility products are properly handled at end-of-life. The Call2Recycle program will efficiently and cost-effectively recycle eMobility products of all types, and no products collected through the program that can be recycled will go to landfill. The reclaimed materials from the eMobility products collected can be used in various products, such as new batteries, cookware, steel alloy, appliances, and hardware.

8.1 Downstream Process, Program Certifications and Permits

Call2Recycle will maintain a diverse group of approved downstream vendors or third-party logistic providers used for transportation, sorting, and processing program material. All contracted partners will go through an initial and recurring annual auditing process consistent with the requirements found in the provisions of the Responsible Recycling standard (R2). Our vendor due diligence is among the most stringent in North America.

The program specifies material flow for all downstream vendors through to end-of-life. A robust information system tracks focus material as it moves through the prescribed downstream vendor network. These safeguards help affirm our commitment to the proper downstream management of eMobility products collected, including not exporting to developing countries or sending materials to local landfills.

Call2Recycle maintains certification that is the electronics recycling industry's leading recycling certification. This distinction reinforces Call2Recycle's commitment to following stringent requirements for safe and secure collection and processing. Call2Recycle is committed to an open, fair and transparent process to select the best service providers based on the provider's technology, process employed, and cost to process.

Some highlights of Call2Recycle's program are presented below:

- As program manager, Call2Recycle specifies the program material flow for all downstream vendors through to end-of-life.
- A robust information system tracks program material as it moves through the program's downstream vendor network through to end-of-life.
- These safeguards help affirm Call2Recycle's commitment to proper downstream management of collections, including not exporting to developing countries or sending materials to local landfills.

As part of this, Call2Recycle maintains the following certifications and permits:

Certifications:

- OHSAS 18001:2007 – Occupational Health and Safety Standard.
- ISO 14001:2015 – Environmental Management Systems Standard.
- Certificate of E-Waste Qualification – Issued by the Basel Action Network (BAN), ensuring that no materials collected are dumped in developing countries, local landfills or incinerators.

The following permits allow for the movement of battery containing devices intended for recycling to be transported by rail, road or ship (NOTE: Call2Recycle cannot service communities that do not have marine or land access):

- Permit of Equivalent Level of Environmental Safety (PELES) – allows Call2Recycle to move batteries intended for recycling between provinces across Canada.
- Transport Canada Equivalency Certificate – authorizes Call2Recycle and its program participants to handle, offer for transport or transport products accepted for recycling within the program parameters.
- Temporary Certificate for Damaged, Defective or Recalled (DDR) Batteries – authorizes Call2Recycle and its program participants to handle, offer for transport or transport DDR products accepted for recycling within the program parameters. This is only applicable when the battery has been separated from the host product and is deemed to be damaged or defective.

Call2Recycle regularly monitors the landscape to keep abreast of the activities, regulations, and new capabilities within processing facilities both locally and nationally, if available. The program also commits to regularly reviewing processors to ensure they can demonstrate an ability to adapt to Call2Recycle's program growth and volume increases in recyclable materials.

In accordance with the third-party assurance of non-financial information requirements, Call2Recycle will report annually on product end-fates by product. Any changes to product end-fate will be reviewed by a third-party auditor and disclosed in the annual report.

8.2 Safety

Safety is a core tenet of the Call2Recycle program and is reflected in every aspect of its daily operations. Call2Recycle is committed to the safety of the employees, collection sites, transporters, members, sorters and processors involved in the product collection and the recycling process. When the lithium-ion batteries used in these products reach end-of-life, they may still retain a residual charge that presents a safety risk if not handled properly. Call2Recycle continually improves its safety policies and best practices to ensure that products with batteries are safely collected, transported and recycled. It continues to invest in innovative solutions that help mitigate risks.

8.3 Performance Monitoring and Reporting Commitments

In the annual report to the Director, Call2Recycle will report by product type as per the requirements of the non-financial assurance including program-specific definitions and program applicable criteria. Call2Recycle commits to maintaining certification under the R2 standard or an equivalent standard.

9. Dispute Resolution

A contract is in place for collection facilities that enter into an agreement for cost reimbursement associated with collections, which outlines the dispute resolution process. For collection facilities that do not have a formal agreement with Call2Recycle, the same approach will be followed. As a first step, once the issue has been raised in writing, representatives from Call2Recycle and the other party will attempt to resolve the issue within 30 days or a mutually agreed-upon timeframe. If the parties cannot reach a resolution within the given timeframe, the two parties will jointly select a third party to arbitrate and settle the dispute with his/her decision. The dispute resolution procedure also applies to members and vendors, including transporters, processors, and sorters.

Any arbitration would be consistent with the *B.C. Arbitration Act* RSBC 1996. Call2Recycle will operate in good faith with its partners and will try to resolve a dispute without arbitration. Arbitration will only be used if both parties cannot come to a reasonable solution.

10. Performance Monitoring and Reporting Commitments

PERFORMANCE METRIC ⁴	TARGET OR REPORTING COMMITMENT	SUBJECT TO AUDIT
COLLECTION SYSTEM AND ACCESSIBILITY		
Maintain a minimum of a 95 percent accessibility rate using the accessibility metric of percentage (%) of the population residing within 15 kilometres of a public collection facility.	Target	Yes
The total weight of products (both by type and as an aggregated total) collected during the reporting year.	Reporting Commitment	Yes
Number of active collection facilities.	Reporting Commitment	Yes
Number of active collection facilities in the province by type.	Reporting Commitment	Yes
Number of collection facilities in each regional district.	Reporting Commitment	Yes
Total kilograms collected in each regional district including collections per capita.	Reporting Commitment	Yes
Location of collection facilities.	Reporting Commitment	Yes
PERFORMANCE METRIC	TARGET OR REPORTING COMMITMENT	SUBJECT TO AUDIT

⁴ All performance metrics will be reported annually

COLLECTION SYSTEM AND ACCESSIBILITY cont.		
Changes in the number of collection facilities from previous report.	Reporting Commitment	Yes
Total units of eMobility products sold into British Columbia by participating obligated producers during a calendar year.	Reporting Commitment	Yes
Result of the SABC facilitated waste composition audit with respect to eMobility products including batteries.	Reporting Commitment	N/A
Dates, location, and results of collection events (if applicable).	Reporting Commitment	No
CONSUMER AWARENESS		
Maintain an awareness level of 50 percent (%) or higher.	Target	No
The question asked to measure awareness in the annual consumer awareness study.	Reporting Commitment	N/A
The percentage of British Columbians who recycled eMobility products as reported in the annual consumer awareness study.	Reporting Commitment	N/A
The number and type of promotion and education activities within the calendar year.	Reporting Commitment	N/A
Number of resulting British Columbia searches on the Call2Recycle web-based collection facility locator.	Reporting Commitment	N/A
MANAGEMENT OF PROGRAM COSTS		
Audited Financial Statements. Detail revenues and expenditures for fees collected from the sales of eMobility products in the calendar year in British Columbia	Reporting Commitment	Yes
MANAGEMENT OF ENVIRONMENTAL IMPACTS (END FATE)		
Maintain certification under the R2 standard or an equivalent standard. ** <i>** Auditor may verify the information for compliance with NFA reporting requirements</i>	Reporting Commitment	N/A
Management of product downstream.	Reporting Commitment	Yes
AGENCY GOVERNANCE		
Any changes in Call2Recycle's governance or structure from one year to the next.	Reporting Commitment	N/A

Appendix A: Board of Directors as of February 2022

Marcus K. Boolish – Energizer Battery Manufacturing, Inc.

Joe Borsellino – Chateau Manis Electronics Inc.

Norman Clubb (Chairperson) – Independent

Annalise Czerny – Independent

Peter Daley – Dollarama Inc.

Julie Dickson Olmstead – Save on Foods (B.C. based)

David Houston – Panasonic Canada Inc.

Raman Johal – London Drugs Ltd. (B.C. based)

James McPhedran – Independent

Alan Moyer – Independent

Tim Reuss – Canadian Automobile Dealers Association

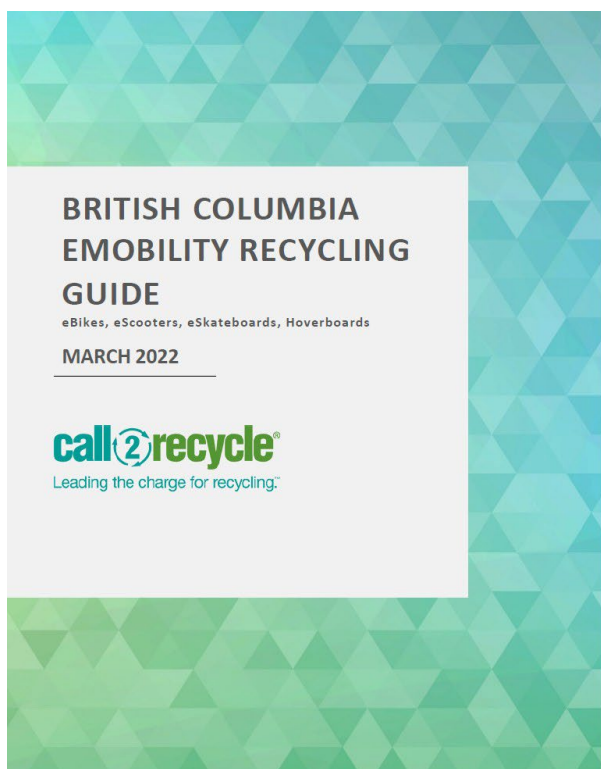
Martin Tammik – Live to Play Sports (B.C. based, eBike industry representative)

Harriet Velazquez – Velazquez Consulting Inc.

David Ward – Metro Ontario Inc.

Call2Recycle keeps an updated list of Board of Directors which is available at call2recycle.ca/board-of-directors/

Appendix B: British Columbia eMobility Recycling Guide



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A. BRITISH COLUMBIA EMOBILITY RECYCLING PROGRAM DESCRIPTION

Call2Recycle will establish an eMobility collection and recycling program in British Columbia that provides a means for riders to recycle their end-of-life eMobility products in a safe and compliant manner. The program will begin March 1st, 2022, in compliance with regulations that will be enforced by the British Columbia Ministry of Environment.

In British Columbia, sporting equipment with electrical or electronic components, including eBikes, eScooters, eSkateboards, and Hoverboards (eMobility), is regulated under the Recycling Regulation Schedule 3, 2 (1)(g). The regulation requires the producers of eMobility products to establish a program to ensure their products are recycled responsibly, in their entirety, at the end of their useful life. In accordance with this section of the Regulation, Call2Recycle will collect and recycle eMobility products in their entirety.

The program will be funded by an Environmental Handling Fee applied to the sale of each eMobility product sold into the British Columbia market. Call2Recycle will use the funds to pay for the collection, transportation and recycling of the eMobility product, along with the training of industry personnel, provision of safety materials to collection sites, and rider communication related to the program.

Call2Recycle will be responsible for:

- Securing applicable regulatory approvals
- Designing and administering training
- Handling third-party logistics for transporting eMobility products
- Enrolling collection sites
- Overseeing the disassembly and downstream management of materials
- Marketing the program to ensure it is successful in reaching industry manufacturers, retailers, and eMobility product owners



B. DEFINITION OF PRODUCTS INCLUDED IN RECYCLING PROGRAM

The applicable products accepted for recycling will be:

- eBikes (including battery and bike)
- eScooters (including battery and scooter)
- eSkateboards (including battery and skateboard)
- Hoverboards

An eMobility product shall be defined as follows:

Electric Mobility Products (eMobility)	A category of battery-powered products that includes eBikes, eScooters, eSkateboards and Hoverboards (see below definitions).
Electric Bikes (eBikes)	A bicycle-style transportation device with an integrated rechargeable battery, typically Lithium Ion. The drive system can either be activated by pedaling or by a throttle such as a grip-twist, trigger, or button and available in Class 1, 2, or 3, with no motor-input at speeds more than 45km/hr.
Electric Scooters (eScooter)	A rechargeable battery-powered transportation device with a stem and handlebars, designed to be stood on (or standing with a seat rest option) by the operator during travel. Batteries are typically lithium ion. In most cases, the batteries will propel the device with or without human assistance to a top speed of 45km/hr.
Electric Skateboards (eSkateboards)	A battery-powered device with an electric motor where the battery is typically mounted below the deck. The motor is typically attached under the deck or inside the wheels.
Hoverboards	A battery-powered personal transportation device consisting of two motorized wheels connected to a pair of articulated pads on which the rider's feet are placed.

C. GENERAL RECYCLING PROGRAM OPERATION

For end-of-life eMobility products, the drop-off process flow will look like this:



Starting March 1st, 2022, riders will be able to:

- 1) Recycle their eMobility product by requesting a direct pick-up via the Call2Recycle website
- 2) Drop-off their eMobility product at a designated collection facility

Once collected by the transportation carrier, the eMobility product will travel directly to a disassembly partner. Frames, electronics, drive motors, and batteries must be recycled. Other components may be reused or recycled. Disassembled materials will be shipped to the appropriate recycling facilities.

D. ENVIRONMENTAL HANDLING FEE (EHF)

Call2Recycle's funding mechanism for eMobility products is based on a "fee per unit sold" model referred to as Environmental Handling Fees (EHFs). The fees are set through a budgeting process and then reviewed and approved by the Call2Recycle Canada, Inc. Board of Directors.

The EHF for eMobility products in British Columbia will be \$15 CAD per unit sold. This EHF is calculated based on the actual cost to collect and responsibly manage eMobility products at end-of-life in British Columbia. EHFs will be used to fund the program, including but not limited to:

- Promotion and education
- Collection
- Transportation
- Disassembly
- Recycling
- Administration

On a monthly or quarterly basis, participating companies will securely and confidentially report to Call2Recycle (via its password-protected online portal, GreenTrax) their net distributions and/or sales of eMobility products in British Columbia and remit the sum of EHFs.

Call2Recycle will ensure accurate member remittances through a system that includes periodic audits to

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verify compliance and completeness of EHFs reporting. It will be solely the decision of the individual member whether to charge the EHF as a visible line item on the receipts at the time of sale, or to internalize the EHF into the cost of the product.

Call2Recycle will maintain a reserve fund, where reserve amounts are determined by the organization's Board of Directors. This fund will ensure the stability of the program and the organization's ability to deliver on any future financial obligations that may arise. The EHF will be reviewed annually and may be adjusted up or down depending on the level of surplus on-hand to fund future eMobility recycling needs. eMobility products imported/manufactured in British Columbia and temporarily warehoused and then exported to another country or province do not need to be reported. Only those sold into the British Columbia market need to be reported.

E. WHO IS OBLIGATED TO REMIT THE EHF?

In most instances, the seller of record into the British Columbia market for the eMobility product will be responsible for the per-unit EHF. There may be cases in which it is more appropriate for a different entity to pay the EHF. Below are examples of potential deviations that we anticipate may arise and how Call2Recycle proposes the EHF be managed:

- Company A imports and immediately sells 100% of their eMobility product inventory to Distributor B. In this scenario, a proxy agreement can be signed between A and B allowing B to be responsible for reporting and paying the EHF.
- Company C is an eMobility brand whose independent bicycle dealers import their eMobility products into British Columbia. If Company C is assuming responsibility, Company C may report and remit the EHF on behalf of the independent dealers.
- Company D is a national retailer that: a) imports their own brand of eMobility products and b) retails, but does not import, other national brands of eMobility products:
 - a. Company D will be responsible for reporting and paying the EHF for their branded eMobility products sold into the British Columbia market
 - b. Company D may elect to sign a proxy with each national brand and manage the EHF, or Company D may have the national brands be responsible for reporting and paying the EHF.

Please review the provincial regulations [here](#) to help determine your company's obligation.

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F. COLLECTION AND RIDER ACCESSIBILITY

The Call2Recycle program offers an extensive network where end-of-life eMobility products can either be dropped-off for recycling at designated collection facilities, including independent bicycle retailers and depots, or directly picked-up at a rider's residence or a drop-off location.

There is no additional cost to the collector or rider to use either of the above options.

To ensure a robust and optimized collection network, Call2Recycle has focused on the below key considerations when adding collection facilities to the eMobility recycling network:

- **Accessibility** – To ensure an optimal number of collection facilities available based on geography, population density, and ease of access.
- **Convenience** – Facilitate ease of drop-off for riders in urban areas and, ultimately, as products become more prevalent, in rural and remote communities by providing collection services at non-traditional drop-off locations, or recycling/round-up events
- **Cost-effectiveness** – It is necessary to manage the program's cost-to-serve for continued growth and success.
- **Environmental health and safety** – Call2Recycle will work with companies wishing to enroll to promote environmental health and safety.

G. TRAINING

Riders will be provided guidance on the direct pick-up request process with instructions on how to properly recycle the eMobility product through the Call2Recycle network.

Collection points will be provided with process guidelines and instructions, explaining how to process a received eMobility product.

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H. MARKETING COMMUNICATION

Consumer awareness is critical to the success of any recycling program and as such, Call2Recycle will deploy a multi-pronged promotions and education approach to increase the level of awareness and incidences of eMobility recycling. Both traditional and digital channels of communications will be used.

The main objectives for consumer awareness campaigns will be to:

1. **Educate and Motivate**
Inform British Columbia residents:
 - a. That eMobility products can and should be recycled
 - b. Why it is important to recycle eMobility products
 - c. How and where to safely recycle eMobility products
2. **Move to action**
Demonstrate the ease of accessibility to eMobility drop-off sites and provide options to help the public identify convenient collection locations via online and telephone locators.

The target audiences for these awareness campaigns will include:

BC Residents	Collection Network	Stakeholders
<ul style="list-style-type: none"> • Active people doing short-to-mid distance errands; enthusiast riders who continue to ride as they age; and people who do not ride due to the effort (eBikes) • Young riders aged 18 to 30; and ride-sharing to commute (eScooter) • Young male riders (hoverboards & skateboards) 	<ul style="list-style-type: none"> • Collection facilities, including independent bike retailers and others that are participating in collecting, handling, and sending eMobility products to recycle facilities • Direct pick-up service 	<ul style="list-style-type: none"> • Key Influencers (Local Government, Industry and Trade Associations, and Non-Governmental Organizations) • Call2Recycle Members/Obligated Producers • Collectors • Media, Experts, Influencers

I. PUBLIC ANNOUNCEMENTS

Periodically, Call2Recycle will issue public announcements relating to the activity of the program. Manufacturers whose brands may be referenced in the public announcements will be contacted in advance for approval of use of name and/or mark.

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J. RECYCLING PROCESSORS

Call2Recycle will contract with approved recyclers to process eMobility products and their individual components at end-of-life. At the time of writing, the available processors to disassemble and recycle eMobility material components include:

Material	Process Service Provider(s)
Metals	Richmond Steel Recycling, Schnitzer Steel
Rubber	Crumb Rubber Manufacturers (CRM)
Plastics	Reclaim Plastics
Electronics & Wiring	Greentec
Batteries	Retriev (Lithium-ion)

Call2Recycle may utilize additional recycling processors in other locations as they become available, provided they meet Call2Recycle's standards for eMobility product recycling. Upon signing of a working agreement, Call2Recycle will tender this business to obtain the best combination of service, safety, and price.

K. INSURANCE AND EMOBILITY OWNERSHIP

Call2Recycle has and will maintain liability insurance to cover damage originating from eMobility products traveling within Call2Recycle's network. The insurance starts from the time an eMobility device is handed over to the transportation company and ends when the recycling processor accepts the eMobility device. The values of the insurance will be stated in the contract. Call2Recycle does not take ownership of the eMobility device while traveling within the recycling network.

L. JOINING THE RECYCLING PROGRAM

There are different scenarios under which Call2Recycle and a company joining the eMobility recycling program may enter into an agreement:

- A new member will sign a Member Agreement with Call2Recycle, appointing Call2Recycle as the organization to responsibly handle the end-of-life management of eMobility products on behalf of the company.
- An existing member will sign an amendment to the existing Member Agreement, appointing Call2Recycle as the organization to responsibly handle the end-of-life management of eMobility products on behalf of the company.

Revenue collected from each company will be pooled together with revenue from all other participating companies and managed as one fund, from which the eMobility recycling program will operate.

M. TIMELINE

PROGRAM LAUNCH MARCH 1st 2022

- Public announcement is made to communicate that collections of end-of-life eMobility products begin
- EPR plan and notice of consultation will be posted to Call2Recycle's website (call2recycle.ca/british-columbia/) and will allow for a 45-day consultation period ending on April 15th, 2022.
- Riders can request a direct pick-up for end-of-life eMobility products
- Independent retailers and recycling depots start signing on as collection sites
- Contracts become available to OEMs

NOTICE OF CONSULTATION MARCH 1st – APRIL 15th 2022

- Call2Recycle will hold three (3) consultation sessions via webinar:
 - March 22nd, 2022 at 11:00 AM Pacific Time
The first session will be by invitation to all BCPSC members. Registration is not required.
 - March 29th, 2022 at 11:00 AM Pacific Time
Open to all stakeholders. Registration required.
 - April 5th, 2022 at 11:00 AM Pacific Time
Open to all stakeholders. Registration required.
- The comment period will close on April 15th, 2022

OEM CONTRACT SIGNING MARCH 1st – APRIL 30th 2022

REPORTING & REMITTING JANUARY 1st 2023

- Members begin reporting sales to Call2Recycle and remitting the EHF

N. TERMS

The EHF is subject to Call2Recycle Board approval and adjustment annually with 90 days' notice.

Terms of payment by the seller of record is net 30 days. Unit sales are reported into GreenTrax, Call2Recycle's online reporting portal, the month following distribution into market. Example: March sales are reported by April 30th and invoice payment is due 30 days after the date of reporting sales.

ABOUT CALL2RECYCLE

Call2Recycle Canada Inc. is committed to protecting and preserving the environment through collecting and recycling consumer batteries, cellphones and eMobility products. Founded in 1997, the not-for-profit organization works on behalf of stakeholders to provide its battery, eMobility and cellphone recycling program, Call2Recycle®. Over 90 percent of people in Canada reside within a 15-kilometer radius of a Call2Recycle drop-off site – making recycling convenient and easy. Since its inception, the program has recycled over 34 million kilograms of batteries, keeping them out of local landfills and recovering the valuable materials that can be used to create new batteries and other products. Call2Recycle meets the highest standards of responsible recycling.

After 24 years and more than 34 million kilograms of batteries collected and recycled in Canada on behalf of a diverse number of industries, Call2Recycle continues to define itself as a leading turnkey, end-of-life battery, and device management partner to over 400 clients.

CONTACT INFORMATION

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Phone: 905-601-0311
Email: jhaltrecht@call2recycle.ca

Thank you for being a part of this effort to recycle eMobility products!

Appendix C: eMobility Concierge Direct Pick-Up Request Form

eMobility Direct Pick-Up Request

Thank you for recycling your eMobility product (eBike, eScooter, eSkateboard, Hoverboard) responsibly with Call2Recycle! Refer to our [Product Guide](#) for more information on accepted eMobility devices.



eBike



eScooter



eSkateboard



Hoverboard

Upon submission of the form below, a pick-up will be scheduled within 2-4 business days in densely populated areas and within 10 business days in remote regions of the province. We will call you one day before the scheduled pick-up date to inform you of a pick-up window.

Questions? Please contact customer service at 1.888.224.9764 or customerservice@call2recycle.ca

Direct Pick-Up Request Form

Address

First Name *

Last Name *

Phone Number *

Email Address *

Address Line 1 * Unit Number

Address Line 2

City *

Province *

Postal Code *

Submit

eMobility Information

If you are requesting a pick-up for more than 1 eMobility product, please fill out a separate request form for each.

Type of eMobility Product *

Dropdown: eBike, eScooter, eSkateboard, Hoverboard

Brand of eMobility Product *

eMobility Product and/or Model *

eMobility Product Serial Number (if visible)

Is the eMobility product damaged in any way that will require additional safety precautions? *

Yes / No Dropdown. Open-ended if Yes.

Upload image of eMobility product

Upload File

Accepted formats: jpeg and pdf

Special pick-up instructions














If you live in a condo or apartment with a specific protocol for pick-ups/deliveries, please leave specific instructions below. Please include any other pertinent pick-up instructions.

Appendix D: eMobility Physical Flow Map

Call2Recycle eMobility Physical Flow: British Columbia, Canada



Appendix E: List of Participating Producers (as of 2/28/2022)

<p>Bike Co. (Fuji)</p> 	<p>10940 Dutton Rd, Philadelphia, Pennsylvania, 19154, United States</p>	<p>www.bikecollc.com</p>
<p>Giant Bicycle</p> 	<p>#100-2255 Dollarton Highway BC V7H 3B1 North Vancouver</p>	<p>www.giant-bicycles.com</p>
<p>HLC</p> 	<p>1000 Rue des Riveurs, Lévis, QC G6Y 9G3</p>	<p>www.hlc.bike</p>
<p>Kona</p> 	<p>1353 Pemberton Av North Vancouver, British Columbia V7P 2R6</p>	<p>www.konaworld.com</p>
<p>Live to Play Sports</p> 	<p>1465 Kebet Way Port Coquitlam BC V3C 6L3</p>	<p>www.livetoplaysports.com</p>
<p>Mica Sports</p> 	<p>9 Monica Ln, Bracebridge, ON P1L 1P8</p>	<p>www.micasport.com</p>
<p>Outdoor Gear Canada (OPUS)</p> 	<p>10555 Henri-Bourassa Blvd W, Saint-Laurent, QC H4S 1A1</p>	<p>www.ogc.ca</p>
<p>Rocky Mountain Bikes</p> 	<p>1-1225 Keith Rd E, North Vancouver, BC V7J 1J3</p>	<p>www.bikes.com</p>
<p>Specialized</p> 	<p>20975 Rue Daoust, Sainte- Anne-de-Bellevue, QC H9X 0A3</p>	<p>www.specialized.com</p>
<p>Trek</p> 	<p>801 West Madison Street Waterloo, WI 53594 USA</p>	<p>https://www.trekbikes.com</p>
<p>Velec</p> 	<p>754 Chemin du Golf, Montréal, QC H3E 1A8</p>	<p>www.velec.ca</p>
<p>Voltage (Pedego Canada)</p> 	<p>514 Hall St, Nelson, BC V1L 1Z2</p>	<p>www.pedegoelectricbikes.ca</p>
<p>Yeti</p> 	<p>621 Corporate Cir STE B, Golden, CO 80401, United States</p>	<p>www.yeticycles.com</p>