



	Question	Answer
General Questions		
1.	What is an ISP?	An ISP is an Industry Stewardship Plan. Industry Stewardship Plans are defined in Section 34 of the Ontario Waste Diversion Act as plans that relate to a designated waste for which the Minister has approved a waste diversion program under section 26 of the Act. Upon review of a plan submitted for approval, Waste Diversion Ontario (WDO) must be satisfied that the plan will achieve diversion objectives that are similar to or better than the objectives of the waste diversion program approved by the Minister. If the WDO approves the plan the stewards of that material group can implement their program and will no longer submit fees to Stewardship Ontario.
2.	So many acronyms – how is the small company supposed to know what WDO and ISP and all the other terms mean?	We understand that there are a lot of acronyms used by stewardship organizations and their stakeholders. Please call Steward Services at 1-888-980-9549 for any clarification you require about unfamiliar terms used during the webinar.
3.	Where is the presentation being posted?	The slides from the webinar are posted on CSSA's website here .
4.	In order for stewards to be kept up-to-date with material uploaded to the CSSA website, can a list-serve be adopted where stewards can sign up and CSSA would provide alerts via e-mail when documents are uploaded?	That is a good idea which we will consider. In the meantime, CSSA issues quarterly newsletters which are meant to keep stewards informed on activities and updates from CSSA. The December issue of CSSA News & Updates can be viewed here .
5.	Is there any oversight body reviewing companies who have created their own versions of stewardship fees? Their numbers are far overstated	CSSA cannot comment on or get involved in commercial relationships between retailers and their customers in the fulfilment of their stewardship obligations.
6.	I noticed a different webinar tool/format. I don't think this one is as efficient as the other one you used to use to conduct the webinars. The audio had cut out for me a few times and I never had issues with other webinars & my computer passed the test easily.	We are sorry for any technical difficulties experienced during the webinar. We have not changed webinar providers (however they have changed their branding) and so do not believe that the technical difficulties you experienced were on our end. However, it is very important to CSSA that our stewards are able to clearly understand and hear the information relayed through webinars and will review the technical capabilities of our current webinar provider.



Membership Agreements		
7.	Would you be able to quickly summarize the changes that will be made to the Membership Agreements?	The revisions to the MMBC and MMSW Membership Agreements were fairly minor in 2015 and primarily reflect the new harmonized Voluntary Steward Policy and the Voluntary Steward Agreement. The changes to the 2015 MAs are as follows: <ol style="list-style-type: none"> 1. The Definition of “Voluntary Producer” was changed to reflect the introduction of the Voluntary Steward Agreement as an appendix to the Membership Agreement in Section 1 of the MA. 2. Section 2.4 was updated to reflect the requirement that voluntary stewards execute a Voluntary Steward Agreement. 3. The year was updated throughout the MA from 2014 to 2015.
8.	Where can I get a copy of the 2015 Membership Agreement?	The 2015 MMBC Membership Agreement is available here .
Voluntary Stewards		
9.	If Steward A (manufacturer) exits the program in 2015 however, the report for 2015 is based on 2014 sales, does Steward B (retailer/ importer) who was doing business with Steward A need to report his 2014 sales of Steward A’s products?	If Steward A is a voluntary steward and wanted to exit the program in 2015 they needed to provide notification to the stewardship organization by January 31, 2015 (going forward the deadline for voluntary stewards to provide notice of intent to exit programs is December 31 of each year). If that notification was provided, Steward A will still be obligated to pay for the material included in their 2014 report (based on 2013 data) and those payments must be made in full by May 31, 2015. Steward A will not report their 2014 data in 2015. In this scenario, assuming Steward B continues to distribute Steward A’s products to consumers in 2015, Steward B must include Steward A’s 2014 data in their 2015 report and pay fees on that material in 2016. If Steward A did not provide notice that they were exiting the program by January 31 2015, they must report their 2014 data by May 31, 2015 and make quarterly payments based on that report in 2016. They can then choose to provide notification that they will be exiting the program as a voluntary steward in 2016 by December 31 2015.
10.	Why does MMSM (Manitoba) not allow ‘who will report’ agreements between members similar to the other CSSA programs?	If you are referring to a Voluntary Steward Agreement for businesses that distribute PPP in Manitoba, that provision is provided for by MMSM. The MMSM Voluntary Steward Policy and Agreement are very similar to that of the other CSSA programs and can be found here .
11.	Will steward membership lists be available in Excel	Yes



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	format?	
12.	I understand that CSSA wants to verify the authenticity of a steward's request before sending out a membership list, however isn't the authenticity verified by have the list available in the secure login section of the website?	CSSA is not placing the steward list on the WeRecycle portal but is providing it to stewards upon request. We can review this procedure when we update the list in 2016.
13.	Is it possible to be a resident member in one province and a voluntary member in another province?	Yes, a steward may be resident in one province but also distribute packaging and printed paper in another province where it does not have residency. Please refer to Section 1.7 of the National Guidebook to help you determine where your company has residency. A steward may elect to be a voluntary steward in a province in which it does not have residency and take responsibility for reporting on and paying for the packaging and printed paper it distributes to consumers in that province thereby relieving their retail partners or distributors of that obligation. CSSA's Voluntary Steward Policy can be found here .
14.	If we are a distributor in BC but sell to retailers throughout Canada, do we report just what we sell to our resellers in BC or in all of Canada? Or do we have to be part of more than just MMBC?	If you have residency in British Columbia (please look here for assistance in determining where you have residency) you must belong to MMBC and report and pay on the materials that you distribute to BC retailers that in turn sell your products to BC consumers. If you also distribute consumer products to retailers or distributors in Saskatchewan, Manitoba and/or Ontario, but do not have residency in those provinces, you can elect to be a voluntary steward in those provinces and sign a voluntary steward agreement which you can find on the MMSW , MMSM and Stewardship Ontario websites. You will be required to inform all your retail or distribution partners that you have elected to be a voluntary steward and provide a list of the products for which you will be reporting and paying fees. If you need any assistance with this please contact Steward Services at 1-888-980-9549 and they will be pleased to help you.
Stewardship Ontario 2015 Rules		
15.	Please explain the difference between an audit and a review?	Stewardship Ontario has been using those terms interchangeably. Going forward, in order to provide more clarity for stewards, SO will only use the term 'review'.
16.	How many audits has Stewardship Ontario conducted	To date, annual reviews have covered one reporting year. In some cases,



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	that have gone back 5 years?	stewards have revised multiple reports to rectify an incorrect reporting methodology due to the results of an annual review.
17.	If an audit does not result in a significant adjustment, who pays for the audit?	In the case of a Stewardship Ontario initiated annual review, Stewardship Ontario pays for the cost of the review unless the review results in a credit to the steward. If a credit is owed to the steward, the credit is used to pay for the review (or a portion of the review if the cost of the review exceeds the amount of the credit).
18.	We understand the 2 year adjustment Rule applies as of the 2013 Rules, however the adjustments in prior rules: 2010, 2011 and 2012, are not restricted by the 2 year provision and therefore stewards should be permitted to make adjustments for these years' reports. What is SO's position on this?	Despite the two year adjustment rule not being expressly written into previous years' Rules, it has been SO's policy and practice over preceding years to limit adjustments to a two year period. Given that this has been SO's practice and policy, and that the two-year limitation aligns with the Limitations Act, it is considered to be reasonable. By adding the two year adjustment rule to the 2013 SO rules, SO has simply written into the rules the policy and practice it has already been exercising all along and it applies to the past as well as the present.
19.	Is SO going to change tables C and D in the 2015 Rules to clarify the 2 year adjustment?	We believe the question refers to Table 3 and Table 4 in appendix D of the 2015 Blue Box rules. The rules have been approved and those tables are accurate as currently posted. They were written to explain the reports that may be adjusted during any given calendar year by a steward. To clarify, in any given calendar year, a steward may dispute its current year invoice (i.e., request a credit) as well as invoices from the previous two years. For example, during 2015, the steward may dispute its 2015, 2014 and 2013 invoices. Therefore, in addition to the current year's report, Stewardship Ontario allows adjustments to the reporting data used to calculate the 2015, 2014 and 2013 invoices (i.e., adjustments may be allowed to the data contained in the steward's 2014, 2013 and 2012 reports).
20.	Is there a limit to the amount of time that Stewardship Ontario can go back to recover under-reporting? Is it possible to compare how far businesses or tax agencies can go backwards to collect under-payments?	With respect to stewards that have never reported, SO has the ability to require the stewards to report back to the date of notification. With respect to stewards that have been reporting but have been reporting in error, (e.g., under-reported), SO would not exceed a five year period of retroactivity with respect to adjustments to correct for the under-reported materials.
21.	With the exception of some minor wording changes in the 2015 Rules, can you confirm if any recommended	Each of the submissions made by stewards with respect to changes to the 2015 Stewardship Ontario Rules were given careful consideration and evaluated



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	changes submitted by stewards are being incorporated into the Rules or administrative fees policy? If so, could you let us know these changes?	against two important guiding principles: any changes to the Rules must continue to protect the interests of the collective membership and secondly, they must ensure the fair & equal treatment of each member with no special deals. After a full review of all the submissions Stewardship Ontario received regarding the 2015 Stewardship Ontario Rules, SO has removed the word 'promptly' from the sentence in Section 4.2 that deals with Record Provision and Retention. This change reflects SO's recognition of the need to understand stewards' business cycles and their ability to provide data to SO upon request.
22.	What does proxy mean with regard to late report submission?	Section 3.2.4 of the 2015 Stewardship Ontario Rules allows SO to use a steward's prior year's report (or proxy) for the current year's obligation in the event the steward report is not received by the May 31 st deadline. A proxy report is not applied however, before steward services makes multiple efforts to reach the steward to advise them of their intent to apply a proxy or determine the reason a current report has not been submitted.
Reporting & Fees		
23.	When will you align and release one material list in all the provinces that CSSA operates PPP programs	The obligated materials for each provincial program are determined by the provincial governments. The list of obligated material is not determined by CSSA. CSSA has however provided a national material list against which stewards may report if that is easier for them. CSSA will continue to work with the provinces to harmonize the lists of obligated materials across programs and to rationalize the national list.
24.	Is May 31 st 2015, the deadline for filing for Stewardship Ontario?	Yes, steward reports for all provinces are due on May 31 st .
25.	Since May 31 st is a Sunday, will reports be accepted on June 1 st ?	Yes
26.	When fees are not final within the period of reporting or at minimum no later than end of September for the reporting year, this leads to important financial loss for the companies when this is charged back to the supplier. Moving forward will fees always be final within the reporting period?	CSSA requires a full year of steward data in order to establish a fee schedule that results in the fair sharing of program costs across all stewards. With a reporting deadline of May 31 st each year, stewards have 5 months to collect the necessary data from their suppliers and/ or their own records. Once that data is provided by the stewards via the WeRecycle portal, CSSA must review and verify steward reports and then develop a fee schedule for each program. . CSSA understands the need for stewards to finalize their budgets for the



		following year and is committed to providing the fee schedules for each provincial program as early in the fourth quarter as possible.
27.	Are all the fees set out?	The fee schedules for the coming year's programs are shared with stewards at CSSA's Annual Steward Meeting October of each year. You can find the 2015 fee schedules on each stewardship website under the "Steward" section – Fees and Payments.
28.	Are some retailers submitting more simplified materials weight lists to their vendors?	Please contact Steward Services at 1-888-980-9549 so that we can better understand your question. All stewards submit their reports based on either the material list for each provincial program or on the national material list.
Fee Setting Methodology Project		
29.	Is the fee methodology review for the purposes of figuring out what companies must pay therefore what companies will pay is going to change as well?	The fee methodology project is to review the way in which stewardship fees are calculated – this is the methodology behind the fees that stewards pay. Any new methodology will continue to ensure the fair sharing of program costs across all participating stewards.
30.	What was the criteria used to decide which stewards would be invited to sit on the steward consultation committee?	The steward consultation committee will be made up of not more than 20 stewards that reflect key sectors with substantial tonnage supplied into the system including: retailers (grocery and mass merchandise), consumer product brand owners (e.g. food, household, and personal care), magazine publishers, food service and financial services. These committee members will also be members of the major trade associations.
31.	This committee is by invitation only?	Yes, CSSA has identified steward representatives that meet the criteria outlined in the question above and want to ensure a balance of representatives from the major sectors. As well, CSSA would like to keep the membership to a maximum of 20 participants so that this group can work productively. Other stakeholders are welcome to present their input on the fee setting methodology to the steward consultation committee if they choose.
32.	The workshops will be only for the steward consultation committee members and not open to other stakeholders correct?	Yes, that is correct, although any stakeholder that would like to share their input on the fee methodology is welcome to present to the committee.
33.	Will Electronic Project Stewardship Canada going to be invited to engage in the fee methodology project	There is no EPSC member on the Steward Consultation Committee however, members of EPSC are welcome to make a submission outlining their input on the fee methodology and/or may make a presentation to the Steward Consultation Committee. Also, EPSC is a member of CSSA's Industry Advisory Committee, which will also be participating in the fee project.



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34.	Will members of sectors be told who the sector representatives will be? I'd like to know who will be representing financial services so that I can communicate the views of my company with this individual.	Once we have confirmed the Steward Consultation Committee membership, CSSA will provide stakeholders with the names of the committee members and their company affiliation. We would however prefer if companies provided input on the fee methodology project directly to CSSA or make a presentation to the Steward Consultation Committee so as not to overly burden the individual steward representatives.
35.	Since EEQ is presently running a similar process for the Quebec tariff, is CSSA going to touch base with them in order to have an alignment on the logic behind the methodology?	CSSA will do its best to align its efforts on this project with the work currently being done by EEQ.
36.	How is WDO going to be involved in the tariff review process? Do we need to have them involved? Do they have any power to impose any rules?	WDO is aware of the fee project. In Ontario, under the Waste Diversion Act, the WDO has the authority to approve changes to the Blue Box Rules for stewards and therefore must be involved in the fee methodology project at the appropriate time. An alternative fee methodology would first need to be approved by the Stewardship Ontario Board and then brought forward for approval by the WDO.
37.	In the stakeholder engagement plan – is there a plan to consider the small business. Some provinces have flat fees that are far simpler to administer than Ontario's process and the administration is a far bigger issue for smaller companies.	A simplified small business flat fee is not in scope for the fee methodology project however, the project outcomes will provide the necessary information to consider the impacts on small business. However, please be aware that Stewardship Ontario also has a small business policy that is designed to alleviate the administrative burden on small businesses. If your business is resident in Ontario and has less than \$2 million gross revenue in Ontario from the combined sale of all products and services in a calendar year, your business is exempt from registering with Stewardship Ontario and also exempt from reporting. If your company has gross sales <u>over</u> \$2 million but total reported packaging and printed paper quantities are less than 15,000 KG (15 tonnes) you must report your materials to SO but are exempt from paying fees.
Multi-Material Stewardship Western		
38.	Could you please confirm that the Saskatchewan MMSW annual report is still due May 31 st even though MMSW has requested an extension to the MMSW program commencement date?	Yes, the MMSW reports are due on May 31 2015 with the other provincial reports.
39.	With the delay of the MMSW launch, who is paying for the SK blue box program now?	In the municipalities where residential recycling services are offered they are currently being funded by the municipalities and their taxpayers.



40.	What are we to expect with the delayed launch of the Saskatchewan program?	MMSW asked the Minister of Environment for an extension to the program commencement date in order to provide MMSW and the Ministry time to agree to program plan amendments that are necessary due to the government's December 18 th announcement . Given the new exemptions from the Regulation the government has granted to specific business sectors, MMSW requires time to recalibrate its financial obligations and to strike new commercial contracts with municipalities that take into account the revised funding obligations. The Ministry has provided a letter to MMSW approving the deferral of the program launch until later in 2015. The establishment of a new date for the launch of the program will be determined following meetings between MMSW and Ministry staff to discuss the program changes. The Ministry's agreement to a deferral means that that MMSW stewards currently remain in compliance with the Regulation.
41.	We received the cost recovery invoice from MMSW with the current charges outlined. I just heard it said that there not be another invoice. Do we pay the Cost Recovery payment or the total amount due?	Please pay the Cost Recovery amount which is approximately one third of your total year's obligation for the MMSW program.
42.	Will low volume producers be exempt from the MMSW program? Should low volume producers hold off submitting their reports until this has been determined?	The Saskatchewan Minister of Environment announced his intention in December to exempt certain business sectors from the Regulation. These exemptions include small businesses (including newspapers) that have a gross revenue of less than \$2 million, or generate less than one tonne of packaging and paper, or operate as a single point of sale (not a franchise or chain). The Minister also announced his intent to provide a two year temporary transition exemption for businesses whose annual revenue is between \$2 and \$5 million. These businesses would not be required to report their tonnage of household packaging and paper during this period, but would be required to register with MMSW and contribute a \$500 annual flat fee. To date, there have been no amendments to the Regulation formalizing these exemptions and so until the Regulation is amended we ask that all obligated businesses, regardless of size, submit a steward report for the materials they distribute to Saskatchewan consumers.
43.	In Saskatchewan, is the low volume steward still currently an option? From our preliminary	Please see answer above.



	assessment, we would fall into the 2.5-5 tonnes category.	
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