

General Questions		Answers
1.	Is the presentation going to be available on the website after the seminar?	Yes, you can access the slides or listen to the presentation again if you visit the Information Sessions tab on the CSSA website, or click here .
2.	Can you please send me the presentation deck?	Please access the slides from the webinar on the CSSA website or please click here .
3.	Is this training being recorded? Am I able to listen to this webinar at a later date?	Yes, you can access both the slides and a recording of the presentation from the Information Sessions tab of the CSSA website here .
4.	Can we get the "important dates" for invoicing and reporting automatically updated in our calendars like this seminar was?	That is a great idea and we can investigate the possibility of sending a calendar reminder as the reporting deadline approaches. For your calendar now, please mark May 31 st as the date when steward reports are due.
5.	What is ICI packaging?	IC&I refers to Institutional, Commercial and Industrial waste. When preparing your steward report, it is important that you only include packaging and printed paper that will be handled in the residential waste stream, not material that will be disposed of at a place of business or an institution such as a hospital, a school or a university. The regulations that govern each of the PPP programs only apply to material that ends up in the residential waste stream, not the institutional, commercial or industrial waste streams.
6.	Is the province of Alberta a member from CSSA?	CSSA does not have 'members' per se, but rather provides services to stewardship organizations including MMBC, MMSW, MMSM and Stewardship Ontario and their stewards. The government of Alberta does not currently have a stewardship regulation for packaging and printed paper (PPP) so there is no obligation for companies to pay fees for the stewardship of their PPP materials (with the exception of beverage containers on deposit).
7.	Is there any commercial software available that helps in the preparation of a steward report?	Yes, there is software available that can help with the preparation of your steward report but CSSA cannot endorse any particular vendor. That said, one of our steward services representatives would be happy to provide you with guidance on how to prepare your report. We also

		have a reporting guidebook and sector specific tip sheets that we'd be happy to walk you through. Please call Steward Services at 1-888-980-9549 to set up an appointment.
8.	Can a wholesaler pass the cost of the recycling on to the business owner?	CSSA cannot comment on or get involved in commercial relationships between businesses in the fulfilment of their stewardship obligations. Resident brand owners and first importers (distributors and retailers) are typically the obligated parties in each jurisdiction. However, non-resident brand owners can also assume responsibility for their brands by registering as a voluntary steward with any one or all of the stewardship organizations (MMBC, MMSW, MMSM and Stewardship Ontario) as appropriate. For more information about how to register as a voluntary steward please visit the CSSA website here .
9.	Public posting of the steward list is a good idea, but what are you doing to increase the number of participating stewards by pursuing compliance and enforcement in order to eliminate free riders?	CSSA actively communicates with, and conducts pro-active outreach to organizations that we believe have stewardship obligations in BC, SK, MB and ON and are not currently fulfilling those obligations. Additionally we encourage stewards to provide CSSA with the names of companies which you believe have stewardship obligations which are not being fulfilled and we will follow up with those companies.
10.	When will invoices for 2016 be posted for Stewardship Ontario?	Stewards will receive their first invoice from Stewardship Ontario on April 1 st - at that time your invoice will be posted on the We Recycle portal.
11.	I am taking over for my one of my co-workers the responsibility of reporting for the stewardship programs. If I need assistance, whom can I speak with if I am a steward in Etobicoke Ontario?	Please contact Steward Services at 1-888-980-9549 or stewards@cssalliance.ca and we will be pleased to help you.
12.	Transport packaging, IC&I material exclusions are first time clarifications from CSSA. These terms have been introduced in ON Bill 151. What are you doing to lead the voice of stewards in this consultation?	Bill 151 passed second reading in the Ontario Legislature on April 5 th at which time it was referred to the Legislative Committee on Social Policy. Stewardship Ontario appeared before the Legislative Committee and impressed upon committee members that any increase in producer funding as envisioned in Bill 151 must be paired with a commensurate increase in control over recycling operations. SO also encouraged the committee to move the Bill to third reading so that stakeholder concerns and details of roles and responsibilities can be addressed during the implementation of the Strategy which already envisions a

		very careful transition period.
13.	Regarding the obligations of CNA/OCNA members, can you please tell me what are you doing to put an end to the practice of their EPR fees being fulfilled through in kind contributions? We believe that to be fair and equitable to all stewards, all stewards should provide financial contributions.	The provision that allows newspaper publishers to fulfil their obligations through in-kind contributions is a decision of the Ontario Minister of Environment. This provision, included by Ministerial Order, has been in the Blue Box Program Plan since 2003 and was re-affirmed by the Minister through an amendment to the Plan in 2005 which states: “Following approval of the proposed amendment to the [Plan] in 2005 and in future years under the Plan, the CNA and OCNA portion of steward fees representing payments to municipalities, as calculated by the pay in model [PIM], will be in the form of in-kind newspaper advertising”.
14.	Is the reporting portal open for data entry yet? We could get into the portal but could not yet enter 2015 data.	Yes the WeRecycle portal is open and available for stewards to input their data: https://werecycle.cssalliance.ca/irj/portal . If you are encountering problems with entering your data please contact Steward Services at 1-888-980-9549.
15.	Why are the invoices for the programs not all invoiced on the same quarterly schedule?	The invoicing schedules for MMSW and MMBC’s are aligned, with quarterly invoices for the two programs due January 31st, April 30th, July 31st and October 31st. The invoicing schedule for ON and MB are aligned with invoices due April 30, June 28, September 30 and December 1, 2016. The reason the billing schedules are not harmonized across <u>all four</u> programs is because the Stewardship Ontario and Multi-Material Stewardship Manitoba programs are set in the Rules that govern those programs. If stewards would prefer harmonized invoicing please let us know.
16.	What is the definition of printed paper and packaging?	Printed paper and packaging are defined slightly differently by each provincial regulation although the basic definitions are very similar. In order to facilitate harmonization across programs, obligated packaging for all programs is defined as: ‘packaging that accompanies consumer goods which is meant for purchase by residential consumers and likely to enter the home and ultimately be managed by residential municipal waste management systems’. You can find additional information on the definition of obligated packaging in Section 1.9.1 of the Guidebook.

		<p>Similarly, the definition of obligated printed paper is: ‘all printed paper regardless of cellulosic fibre source including by not limited to: wood, wheat, rice, cotton, bananas, eucalyptus, bamboo, hemp and sugarcane (bagasse) fibre sources. This category of materials includes, but is not limited to the following types of paper products: newspapers, brochures, receipts, catalogues, flyers, customer statements, magazines and telephone directories’. Please find more specific on the definition of printed paper in Section 1.9.3 of the Guidebook. http://guidebook.cssalliance.ca/</p>
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Guidebook & Steward List

17.	I tried accessing the online guidebook but it asks for my password. How to I obtain a password?	The Updated 2016 Guidebook can be found on CSSA’s homepage or is available here .
18.	Can you please provide the http://guidebook link again? I didn't have time to write it down. Thank you.	The Guidebook can be found on the CSSA site here: http://guidebook.cssalliance.ca/
19.	We submitted our 2014 report (2013 data) about six months ago and still have not received an invoice.	Please contact CSSA directly at 1-888-980-9549 or at stewards@cssalliance.ca and a steward services representative will be pleased to look into this matter.
20.	For reporting 2015 numbers, where can I get the correct rates (\$) to accrue?	The fee schedules for the following year are provided to stewards in the Fall of each year at the Annual Steward Meeting. The fee schedules are also included in the pre-read document distributed to all stewards prior to the Annual meeting. You can find the 2016 fee schedules for all four programs in the pre-read document here .
21.	Can we please get copies of the Steward Lists in an Excel format? We would like to use the Excel version to cross-reference the vendors to our internal list.	The resident and voluntary steward lists for all programs are available here and are provided in Excel format.

Low Volume Stewards

22.	How do Saskatchewan credit unions with more than \$5 million annual gross revenue that were not obligated to report in 2015 (because they had less than 5 tonnes of WPP and thereby exempted by SK Minister of Environment while the SK MMRP plan was on "hold")	If your organization had gross revenues of over \$5M in Saskatchewan in 2015, you are an obligated steward. You are therefore required to submit a steward report based on your 2015 data and submit it to CSSA by May 31 st , 2016. The only weight-based exemption from the MMSW program is a
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	retroactively report for 2015? Do they have to submit an entire annual data report?	permanent exemption for businesses that generate less than one tonne of household packaging and paper in SK.
23.	Is there still a small business exemption from stewardship reporting in Ontario if annual sales are \$1 million or less?	The small business exemption in Ontario is for organizations with gross revenue from the combined sale of all products and services in Ontario of less than \$2M or less than 15 tonnes of material. Stewards with gross sales over \$2 million but with total reported packaging and printed paper quantities less than 15,000 KG (15 tonnes) must report their materials to SO but are exempt from paying fees.
24.	Regarding the small business tool on the MMBC website, we're a distribution company, but there's no option for distributors. Do I enter as a manufacturer?	We recommend you call steward services at 1-888-980-9549 so we can ensure we fully understand your situation and can guide you appropriately in using the small business tool on the MMBC website.
25.	Is there a small business exemption threshold in Manitoba?	Organizations in Manitoba are exempt from filing a steward report and paying fees to MMSM if gross revenue from all sales of all its affiliates and franchisees in Manitoba is less than \$750,000, or if total fees due are less than \$250.
26.	Our sales in Saskatchewan were very low for 2015 (less than \$200K). Do we still have to register as a voluntary steward or do we pay a flat fee?	If your sales are less than \$2M in Saskatchewan, your business would qualify for the Government's small business exemption and you are not required to register with MMSW or pay a flat fee. If however your business is not resident in Saskatchewan, the criteria for low volume stewards is based on tonnage, not on revenue. Resident and non-resident stewards that generate less than one tonne of household packaging and printed paper are exempt from the program and do not have to register with MMSW or pay a flat fee.
Obligated Material		
27.	We sell plastic water bottles to our customers - do we report packaging only or water bottles as well? Thanks	If the plastic water bottles you sell to consumers are sold as a product, in other words, they are meant to be refilled and used many times, the bottles themselves should <u>not</u> be included in your steward report but you should include any secondary packaging or printed material that accompanies the water bottles. Water sold in bottles intended for a single use are considered obligated

		packaging and should be included in your steward report (unless they are sold in a province where water bottles are on deposit).
28.	If user' manuals would be kept longer than 5 years, should they be reported?	Yes, please report user manuals that are distributed with products. Printed paper materials are not included in the durable packaging exclusions. Even though this material may be retained by the consumer for a period of time – possibly 5 years - it will eventually be disposed of in the residential waste stream and therefore must be included in your steward report.
29.	Thanks for your presentation. Our company sells and distributes all over Canada but have never submitted a report before. Can you please advise if we need to submit or are obligated to report?	If your business distributes packaging and printed paper materials to consumers (such as shoe boxes, tissue paper, carryout shopping bags etc.) as either the retailer or first importer you are likely an obligated company and need to become a member of the stewardship organizations in the provinces where you sell products to consumers. Once you register as a steward you will be required to report and pay on the material you distribute to consumers in BC, SK, MB and/or ON. Please contact Steward Services at 1-888-980-9549 and a steward services representative will be pleased to help you determine if you are obligated in these jurisdictions and register for the appropriate organization(s) and provide you with assistance in how to collect the necessary data for your steward report.
30.	I am based in the US and we have stores in Canada. I am unclear about my stewardship obligations, including what data I am to gather and report to CSSA.	If you have stores in BC, Saskatchewan, Manitoba and/ or Ontario and you sell products to consumers that include printed paper and/or packaging that the consumer will take home with them you are likely an obligated steward. Please contact Steward Services at 1-888-980-9549 and one of our steward services representatives would be pleased to discuss your specific questions and explain the data that must be collected and submitted for your steward report.
31.	Can we get a list of examples of products that contain durable packaging?	Durable packaging is packaging that has a useful life of at least five years and is intended to facilitate storage, transport or to prevent the loss of product components for durable products. This would include the following types of packaging: CD or DVD cases, power tool cases, vinyl record covers, boxboard boxes used to contain and store pieces of a board game or puzzle.

Obligated Stewards		
32.	I wanted to become a voluntary steward for BC, but the agreement asked for the company financials, which we do not want to share.	There is no requirement to provide company financial information in order to register as a voluntary steward with MMBC. Please contact Steward Services at 1-888-980-9549 and a steward services representative will walk you through the steps of registering as a voluntary steward with MMBC.
33.	I'm a retailer in Ontario and I just looked at the 2016 SO steward list. I see that more than 800 stewards have been taken off the SO steward list from last year. What are the reasons for this change, as many of these stewards I know reside in Ontario? One business that is no longer on the list is one of our vendors and we sell a significant amount of their product.	There was a significant number of stewards that registered with SO a number of years ago, however their accounts are no longer active and so have been removed from the SO steward list. The reason these accounts are no longer active could be because they were never actually obligated stewards but registered at the outset of the program or, they are companies that were acquired or merged with other organizations and therefore the company name has changed. There is a possibility that the vendor you mention is registered under a different steward name or has been acquired by another organization. If the change in company name or the acquisition of this company occurred many years ago, that change would not be reflected in this year's change log. Please feel free to contact Steward Services at 1-888-980-9549 if you wish to enquire further about the status of any specific vendor.
34.	If an Ontario steward is merging with a Manitoba steward part way through a calendar year would we be a voluntary steward in Ontario for the merger year and a mandatory steward in the following year?	Please call steward services directly so that we can ensure we fully understand your situation and can guide you appropriately. Steward Services can be reached at 1-888-980-9549.
35.	What is the difference between a Resident Steward and a Voluntary Steward?	A <u>resident steward</u> has a place of business in the province where there are stewardship obligations, including BC, SK, MB and/or Ontario. There are a number of ways of defining residency status, and Section 1.7 of the Guidebook provides a detailed outline of how to determine if your

		<p>organization has residency in any of these provinces.</p> <p>A <u>voluntary steward</u> is an organization that does not have a place of business in any of these provinces but wants to voluntarily assume stewardship responsibilities in a province where there are stewardship obligations. By becoming a voluntary steward, an organization is relieving its retail partners or distributors of assuming that responsibility on their behalf. Please see Section 1.7 of the Guidebook here for more details on determining residency status.</p>
36.	<p>Why must we report in the CBCRA portion of the CSSA portal? CBCRA requires industry to report the beverage containers every month or quarterly. Is this a duplication of our reporting requirements?</p>	<p>CBCRA members in Manitoba are required to report all obligated beverage containers and their associated secondary packaging supplied to consumers in MB in the CBCRA section of the WeRecycle portal. The tonnage you report in this section is included in the fee calculation for MMSM materials, but for CBCRA members it is billed to CBCRA. When you report in the CBCRA section, it ensures that your CBCRA materials are covered by the fees you submit monthly to CBCRA and avoids the need for any adjustments. Please remember to report both the tonnage and the units for the CBCRA materials which you supply into the residential waste stream.</p> <p>If you are not a registered member of CBCRA, please report all non-alcoholic beverage containers to MMSM. Information about the CBCRA program can be found on their website: http://www.cbcracrcb.org/</p>
37.	<p>As a Grandfathered Voluntary Steward, do I have the same rights as a new Voluntary Steward regarding reporting processes and limitations?</p>	<p>Yes, the Voluntary Steward Policy, which you can find here, has been harmonized across all programs. All aspects of the policy apply equally to all voluntary stewards, regardless of when the organization registered as a voluntary steward.</p>
Adjustments:		
38.	<p>Can a steward make an adjustment request if they have reported products that are the responsibility of another steward?</p>	<p>If you have included material in your steward report that is the responsibility of another steward you may request an adjustment to that report. Please make the adjustment request within the allowable timeframe and provide the back-up material required to support the request. You can find more information on the Adjustment Policy here.</p>