



## Ready to Report Webinars – February 25 & 26<sup>th</sup> 2020

|    | Questions                                                                                                                      | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 1. | Where can I find the resource book?                                                                                            | The Guidebook for Stewards is available on the CSSA website on the <a href="#">Reporting Resources page</a> . It is available to be downloaded in pdf format.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2. | I am new to using the WeRecycle Portal. Where should I go to get help setting up registration so that I can access the Portal? | Please contact National Steward Services and a member of the team will be happy to help you register on the WeRecycle Portal. Steward Services can be contacted at 1-888-980-9549 or <a href="mailto:stewards@cssalliance.ca">stewards@cssalliance.ca</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3. | Do you have to be the primary contact to confirm our obligation?                                                               | Either the primary or secondary contact can confirm your business's obligation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4. | Did you already answer the question as to the ability to provide steward numbers on the CSSA annual steward list?              | We know that the question of providing numbers on steward lists is of interest to many retailers and CSSA has been looking into this possibility for the past several months. Steward numbers are confidential information so we have researched other options, including the CRA Business Number that most organizations share on their invoices and billing documents. We consulted with a number of stewards and checked with the Privacy Commissioner to understand any potential risks to confidentiality. Through these discussions we discovered that the privacy issues surrounding the Business Number outweigh the potential benefits and so we are unable to institute this as an identifier at this time. CSSA is open to any input from stewards about any other type of unique identifier other than the Business Number that could be easily adopted and helpful to stewards in preparing their reports. |
| 5. | I was not able to submit our 2018 report. Is it possible to submit both 2019 and 2018 reports at the same time?                | Each year's data for reporting is entered separately on the <a href="#">WeRecycle Portal</a> . This means that each year's report is filed and submitted individually allowing you to submit both your 2018 and your 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



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|    |                                                                                                                                                                                                                              | reports this year. Note that stewards are currently submitting 2020 reports of 2019 data that will inform 2021 invoices.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6. | What is the process if a steward over reported or reported in pounds instead of kg, or there was an error in the type of material reported? How can this be corrected and how are we able to recoup any overpayment of fees? | If there is an error in a report which has been submitted and has already been invoiced by CSSA and a steward would like to correct this report, they must complete a <a href="#">Steward Initiated Adjustment Request Form</a> which is available on the CSSA website.                                                                                                                                                                                                                                                       |
| 7. | I am a retailer/first importer who does not qualify for any program exemptions. If my supplier qualifies for a program exemption in a province, do I still need to report on the supplier's PPP in that province?            | If your supplier is a resident steward, you would not need to include their PPP in your report because they are the obligated steward for the material they supply in that province. Please check the steward list available on the Reporting Resources page of the CSSA website to determine if your supplier is listed as a resident steward. If your supplier is exempted from obligation you should not report on their behalf.                                                                                           |
| 8. | We do not sell to the retail business but do sell to distributors who in turn sell our product to their customers. Are we obligated to report if we sell to distributors?                                                    | If you are the obligated brand owner and have residency in a province with stewardship obligations, you are required to report and pay fees on the PPP supplied to residential consumers regardless of how it reaches them. This includes supplying through retailers, distributors, e-commerce or any other manner in which your designated PPP is provided to consumers.                                                                                                                                                    |
| 9. | If some weights are not available for some of the items, what should we be doing? Are there any guidelines?                                                                                                                  | There are a few ways of getting the weights for your packaging or paper items. If you have a sample of your packaging you can weigh each component (please provide weights in kg accurate at least 0.1 grams). Another option is requesting this information from your supplier asking them for specific material weights for the components they used in your packaging. Section 2.4 of the <a href="#">Guidebook for Stewards</a> includes additional information on how to get the weights of your materials. For stewards |



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|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>with a large number of SKUs with similar packaging, it may be easier to use the Average Bill of Materials (ABOM) method to calculate weights (a tutorial on how to create an ABOM is available on the <a href="#">Reporting Resources</a> page of the CSSA website). National Steward Services can also provide guidance and can be contacted at 1-888-980-9549 or <a href="mailto:stewards@cssalliance.ca">stewards@cssalliance.ca</a>.</p> |
| <p><b>10</b></p> | <p>My company packages its brand of product into plastic/poly pouches; the pouches get packaged into a cardboard shipping box and we sell them to distributors. The distributor then opens the box and sells them by the single unit to retailers. I am aware I would be required to report on the poly/plastic pouches but would I be required to report on the cardboard shippers even though they never make it to customers?</p> | <p>Stewards are not required to report transportation packaging that is never supplied to the consumer. Please do not include the cardboard shippers in your steward report.</p>                                                                                                                                                                                                                                                                |
| <p><b>11</b></p> | <p>Is CSSA going to develop a program to help support Stewards become more Sustainable in terms of types of packaging materials used, diversion programs, reduced packaging, etc? The push to become more circular is becoming more prevalent, and this would be such a great resource for so many companies in the same position with the same responsibilities.</p>                                                                | <p>To date, CSSA has not been an advisor to stewards on sustainable packaging choices. We are always interested in improving our service to stewards and we would certainly consider offering these types of services in future thanks very much for the suggestion.</p>                                                                                                                                                                        |