

General Questions		
1.	When we pay invoices during 2021, are we paying for expenses for 2020 therefore one year in arrears?	The invoices issued in 2021 are based on the volume of materials supplied to consumers in 2019 and reported to CSSA in 2020.
2.	What is happening in Alberta with respect to a recycling regulation?	In December 2020, the government announced plans to initiate a stakeholder consultation process on a producer funded and operated recycling program for packaging and paper in early 2021. Those consultations have not yet commenced.
3.	When is the Ontario Blue Box program ending?	In August 2019, the Ontario Minister of the Environment, Conservation and Parks directed Stewardship Ontario and the Resource Productivity and Recovery Authority (RPRA) to wind up the Ontario Blue Box Program and transition it to Ontario's new individual producer responsibility framework between January 1, 2023 and December 31, 2025. At the end of 2020, Stewardship Ontario's wind-up plan was approved allowing for transition to individual producer responsibility to begin in 2023. More information is available on the Stewardship Ontario website here .
4.	Can you please elaborate on the 2023 changes in British Columbia with respect to single-use and packaging?	Amendments to the BC Recycling Regulation announced in September 2020 included changes to the materials to be included in the Recycle BC program. The Regulation expands the definition of designated materials to include Single Use Plastics (SUP) and Packaging Like Products (PLP). Recycle BC has advised producers that they should start tracking these items in 2021 to be prepared to report quantities of these materials in their 2022 reports. 2021 SUP and PLP sales data will be used to inform 2023 fee rates and invoices. Current definitions and examples of these products are included in an Explanatory Note to the Regulation. Please see the Recycle BC website for more information.
5.	Where can I find the slides and the recorded session from the 2021 Ready to Report webinars?	The presentations and recordings can be found on the 2021 Reporting Resource page, under Ready to Report Webinars.

Designated Materials		
6.	As a financial institution would we only count the paper material used for promotional/information purposes or would we also include customer copies of contracts and statements?	All paper materials distributed to consumers that will be managed in the residential waste stream are designated and must be included in the steward report. This would include statements, annual reports, invoices, promotional materials, envelopes etc.
7.	Does IC&I (Industrial, Commercial, and Institutional) include home businesses?	Packaging and paper products supplied to home-based offices are designated materials and must be reported. If you are a steward that supplies products to both commercial and home-based offices, it is recommended that you contact National Steward Services to discuss the methods you can use to determine the portion of material to include in your report (the portion of materials supplied to home-based offices) and the supporting documentation you will need to provide.
8.	Can you confirm that products intended for commercial businesses and not intended for consumers would be considered a deduction?	Packaging and paper that is intended for use by a commercial business and will not be distributed to consumers is not designated material and should not be included in your report.
9.	Would a Warranty Card that needs to be completed and returned to the manufacturer qualify as being eligible for a deduction?	Warranty Cards provided to consumers but subsequently returned to the manufacturer may qualify for a deduction. It is suggested that you review the Deduction and Exclusion Policy prior to preparing your steward report. If you do claim a deduction for the portion of warranty cards returned to the manufacturer, please include validation data to support the deduction and a completed Deduction Declaration Form .
Determining the Obligated Steward		
10.	Who reports sales of paper and plastic bags provided by retail stores to the consumer to carry their purchases home?	The retailer is the obligated steward for paper and plastic bags provided to consumers in-store. Bags supplied to consumers are considered service packaging making the retailer the obligated steward. If reporting for MMSM please include both the kgs and the number of bags supplied.

<p>11.</p>	<p>If you are a US manufacturer who ships to a brand owner, but the Brand owner is retaining the packaging (not supplying it to the consumer) is this considered a deduction for the brand owner? Or are they not a steward?</p>	<p>If the Canadian-based brand owner has residency in a province with stewardship obligations and supplies any designated material to consumers, they are the obligated steward and are required to report the quantity of material supplied to consumers. If however, they do not supply any designated packaging or paper to consumers they are not an obligated steward.</p>
<p>12.</p>	<p>If a company is a manufacturer and ships the finished goods to distributors in Canada, who then ship the finished goods to retail establishments, is the manufacturer considered the First Importer with responsibility to submit stewardship reports? The company does not sell directly to consumers; the company only sells to distribution centers in Canada.</p>	<p>The business that has residency in a province with stewardship obligations and is the first to receive the products in that province is the obligated steward. If the distributor(s) have residency in a province with stewardship obligations, they are the first importer and the obligated steward regardless of whether or not they subsequently supply the products to a retailer who sells them to consumers. There is more information on how to determine the obligated steward based on residency in Part 1.7 of the Guidebook for Stewards. We also encourage you to call NSS for more assistance in determining the obligated steward for your business and supply chain.</p>
<p>13.</p>	<p>What if I am a first importer and receive the items already packed do I need to report them?</p>	<p>If the brand owner does not have residency in the province with stewardship obligations but the first importer does have residency in that province, the first importer is the obligated steward for the designated packaging and paper supplied to consumers. This includes responsibility for all the designated materials packaged or assembled by the brand owner in another province or country, shipped to the first importer and then supplied to consumers.</p>
<p>14.</p>	<p>Is there a way to distinguish between manufacturer and brand owner to the retailer? We have been billed by our customer for their own brand simply because we manufacture for them.</p>	<p>The responsibility for private label brands lies with the retailer who is the brand owner for those products. Stewardship responsibilities for private label brands does not rest with the manufacturer.</p>

15.	We are a distributor and one of our suppliers in Ontario that was a voluntary steward listed on the 2020 steward list is not included on the 2021 list. From what year should we report the materials we received from them?	If a steward has chosen to exit as a Voluntary Steward and no longer appears on the 2021 steward list, you are obligated to include their packaging and paper in your 2021 report based on 2020 sales.
16.	Please provide an explanation of what happens when a business closes. What are the business's obligations to pay?	Stewards are required to pay stewardship fees for all the periods (full or partial) for which they are obligated. Stewards are obligated from the date they begin to supply packaging and paper to consumers until the date they no longer supply designated materials. Stewards are asked to inform the programs within 30 days of any changes related to their obligation. This could include changes for: bankruptcy, closing, sale or acquisition of part or all of the business or subsidiaries, loss of residency or an end to supplying designated materials. These and related situations require proper offboarding. Each situation is unique and may require a different offboarding process. Any steward in a potential exit situation is encouraged to contact NSS to discuss their specific offboarding process.
Reporting		
17.	Operating with the assumption that the deadline is still going to be May 31st, is there any possibility of the deadline being pushed due to the pandemic and inability to get into the workplace to do product weighing?	At the current time there are no discussions about delaying the reporting deadline beyond May 31, 2021. Please contact NSS to discuss ways to prepare your report in the absence of exact weights for designated materials and packaging components.
18.	What is acceptable variance?	We ask stewards to provide an explanation for a variance from a previous year (either increase or decrease) of 20% or more.
19.	Are we reporting based on last year's data?	Stewards report on a full year of data from the previous year. Your 2021 report will be based on sales from January – December of 2020.

20.	Will we be using 2021 fees?	The reports that stewards file in 2021 will be used to help determine the 2022 fee schedule. The annual fee schedule is provided in the Report to Stewards distributed in October prior to the Annual Steward Meeting.
21.	Will previous years quantities be visible when reporting current quantities?	To view previous years quantities, go to the Past Reports tab in the WeRecycle Portal. Previous quantities are not visible on the data entry screen.
22.	Where can I see the rate for every province before I start reporting? If not, shall I follow the stewardship list?	Please visit the Reporting Resources page on the CSSA website where you will find an Excel file that maps 2021 material fee rates with material categories for all four programs in a user-friendly format.
23.	What is the difference between a multiple program report and a single program report?	Choosing Multiple Program Report on the WeRecycle Portal lets you report for multiple programs at one time. This can streamline explanations of methodology, brands, and rationale for variances. If you choose Single Program Report each program is treated individually.
24.	Is it correct that data used for a deduction can be used within a five-year period?	Stewards must ensure their deduction validation data is regularly updated and refreshed. The five-year period refers to maintaining steward records and ensuring five years of data is available to the program upon request.
25.	Is there a possibility that CSSA can add another column on the National Steward list that states the company's parent company that is more widely known? Therefore, everyone will be going by the same information to limit over/under reporting?	The Steward List that is published each year is based on the information provided to us by stewards. The company names on the list are those that are supplied to us. We will consider this and other ways to make the steward list is as helpful as possible.
26.	How do I make a change to prior period report? For example, if 2021 invoices need to be amended as they're based on incorrect reports, where do we go on the website?	If there is an error in a report which has been submitted and invoiced by CSSA, a Steward Initiated Adjustment Request Form must be completed and submitted. This Form is available on the Current Policies page of the CSSA website.

27.	COVID-19 severely impacted our sales. Could we state this as a reason for the tonnage variance in the report this year?	Yes, if reduced sales due to COVID-19 is the reason for a significant variance in quantities from previous reports please provide that or any other explanation in the Methodology section of your steward report.
28.	If your data is prepared with a mix of "exact-to-province" (direct sales data) and population % (for indirect / distributor sales), must we declare just one method and then explain our methodology?	We understand that different types of data are available for determining the final destination of various products shipped nationally. A steward might use different methodologies to determine to which provinces their products are shipped. All methodologies used should be included in the Methodology section of your steward report.
29.	As a Steward in the Recycle BC program that distributes products nationally, where would I find information about the requirement to nationally report products based on population %?	Please refer to Part 2.01. in the Guidebook for Stewards where you will find the link to the Statistics Canada data for population by province.
30.	If we are only reporting in the BC program, do we need to list the methodology used for our report? We have our own excel spreadsheet for calculating our report and have been doing it the same way for the last couple years.	All stewards, regardless of the number of programs in which they participate, must provide detailed information on how they calculated their report in the Methodology section of the steward report.