

# **Product Care Association Ontario Industry Stewardship Programs 2017 Annual Report**

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Submitted to:  
**Resource Productivity & Recovery Authority**



**ProductCare.org**

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## 1 Background

On November 30, 2016, the Resource Productivity and Recovery Authority (“Authority”) was established under the new Waste-Free Ontario Act, 2016 (WFOA). Any reference to Waste Diversion Ontario in this document was changed to the Authority in accordance with the WFOA, 2016, schedule 1, Part III section 21(2).

On December 10, 2014, the Authority approved the Product Care Association (PCA) Industry Stewardship Plan (ISP) for the management of end-of-life paints and coatings. On March 25, 2015 the Authority announced the effective date of the PCA Paint ISP as June 30, 2015. On October 28, 2015 the Authority approved PCA’s ISP for the end-of-life management of Pesticides, Solvents and Fertilizers (PSF) and on December 17, 2015 announced the effective date for the PSF ISP as April 1, 2016.

This annual report is submitted to the Authority pursuant to s. 6.5 of the Authority-PCA Industry Stewardship Plan agreement and covers the period January 1, 2017 to December 31, 2017.

## 2 2017 Highlights

In 2017 PCA held two webinars with PCA members and provided them with program updates as well as updates on the new Ontario waste legislation and ongoing consultations. PCA hosted a Municipal Hazardous Working Group session with municipal representatives and also continued its outreach to non-municipal collection sites (return to retail) soliciting feedback to improve program efficiencies.

There were 22 new steward registrations with PCA’s Ontario’s Industry Stewardship Plans (the “PCA ISPs”) in 2017. The new registrations included both stewards transitioning from Stewardship Ontario to PCA, and new stewards to the PCA Ontario programs.

By 2017 year end, the collection system for the PCA ISPs consisted of 96 municipal depots, 307 municipal events (up from 299 in 2016) and 298 non-municipal sites (up from 198 in 2016).

The program collected 9,611 tonnes of waste paint, 30.3 tonnes of pesticides, 251 tonnes of solvents and over 21 tonnes of fertilizers in 2017. In addition, there were 5,369 tonnes of paint and 1.1 ton of solvents recycled in 2017.

PCA launched the PaintReuse program in Ontario with 16 municipalities participating in the new program which collected over 14,800 containers of paint for reuse.

PCA supported promotional and educational activities for program materials through advertising activities such as digital marketing and municipal calendars, PCA’s ReGeneration website and social media through Facebook and Twitter.

## 3 Program Performance

2017 target tonnages for paint and for PSF are apportioned between PCA and Stewardship Ontario (SO), therefore the tonnages reflected in table 3.1 are the net quantities retained by PCA (see section 5.2 for further information). SO purchased a fixed number of Paint tonnes for 2017 while PSF were apportioned based on PCA’s and SO’s respective annual steward market shares.

PCA exceeded the collection target for paint in 2017. Collection targets for pesticides and solvents were not met. This is due, in part, to the reduction of obligated material in the collection stream which reduced the Lab Pack Factors in the program from 2016 to 2017.

Recycling rates for paint and solvents were not met; however, in 2018, PCA plans to meet with solvent recyclers (that convert waste solvent into new product rather than fuel-blending or incinerating) to discuss opportunities to increase Recycling Efficiency Rates (RER).

### 3.1 2017 Program Tonnes Collected

	A	B	C=AxB	D	E=D/A	
Materials	Available to Collect Tonnes	Collection Target Rate	Collection Target Tonnes	Actual Tonnes Collected <sup>1</sup>	Actual Collection Rate	Prior year (2016) Tonnes Collected
Paint	8,212	90%	7,391	9,611	117%	9,643
Pesticides	56	57%	32	30.3	54%	31
Solvents	1,213	46%	558	251	21%	208
Fertilizers	35	n/a	n/a	21.3	61%	11

1. PSF and paint tonnage collected does not include tonnes allocated to SO.

### 3.2 2017 Program Tonnes Recycled

	F	G	H=G/A	
Materials	Recycling Target Rate	Actual Recycled Tonnes	Actual Recycling Rate	Prior year (2016) Tonnes Recycled
Paint	72%	5,369 <sup>2</sup>	65.4%	6,009
Pesticides	n/a	n/a	n/a	0
Solvents	4.6%	1.1	0.09%	2.3
Fertilizers	n/a	n/a	n/a	0

2. Actual Paint Recycled Tonnes does not include paint collected but not processed in 2017

### 3.3 PaintReuse Program Launch

PCA consulted with the Municipal Hazardous and Special Waste (MHSW) Working Group to finalize the PaintReuse Guidelines and Standards as well as the tracking and reporting sheets. PCA launched the PaintReuse program April 1, 2017 and 16 municipalities joined the program. In 2017 there were 14,869 containers of paint reused in the program which represents approximately 66 tonnes of paint and the container in which it is contained. PCA will continue to promote the PaintReuse program and monitor the reuse program performance.

## 4 Stakeholder Consultation

### 4.1 Member Webinar

In 2017, PCA held member webinars on April 21 and December 7 to provide program updates and answer any questions from members about PCA's programs.

### 4.1 MHSW Working Group Meeting

PCA hosted an MHSW Working Group Meeting on October 24, 2017 at PCA's Ontario office. The meeting identified program priorities for discussion and opportunities for improvement in the operation of the PCA ISPs such as PaintReuse expansion and lab pack studies.

## **4.2 R2R Collection Site Performance Feedback**

PCA conducted calls and an e-mail survey to all Return to Retail (R2R) paint collection sites in 2017 to obtain feedback on service provider performance and customer service, collection site operations, and opportunities for improvement. Overall, the feedback was positive and constructive. Issues raised were dealt with immediately. PCA plans to continue contacting R2R sites in 2018.

PCA also communicates with R2R service providers routinely to ensure the program is running effectively.

## **5 Supply Chain Update**

### **5.1 Service Provider Set Up**

In 2017, the PCA ISPs utilized 17 service providers providing transportation and processing services as summarized in Appendix A. There were no changes in approved transporters and processors in 2017.

#### **5.1 R2R Transportation and Processing Services**

In 2017, PCA explored a number of opportunities for improvement in the R2R supply chain. PCA conducted a Request for Proposals (RFP) for R2R transportation services and introduced a new type of reusable collection container, the “tubskid”. Overall, PCA saw improvements in program efficiencies, as well as an increase in customer satisfaction from R2R collection sites.

#### **5.2 Audits & Site Visits**

In 2017, PCA completed a number of activities to monitor supply chain performance and verify that program standards and guidelines were followed. These activities included:

- onsite visits at 6 service provider locations,
- weighing verifications at municipal and service provider sites, and
- a composition audit to identify and monitor contamination in the R2R paint collection system.

In 2018, PCA plans to conduct transportation and processing pre-audits with companies who submit proposal to become an approved service provider.

#### **5.3 Lab Pack Studies**

In 2017, PCA conducted lab pack studies to determine the 2018 Lab Pack Factors. PCA followed the accepted study methodology. At the request from the MHSW Working Group, PCA incorporated the sampling of miscellaneous organics pails into the study as that container type had not previously been sampled. PCA was provided the recorded data (over 20,000 line items) by the contractor for the study, 2cg Inc. and analyzed the data to distinguish obligated from non-obligated materials. The lab pack study details and final results, including the calculated 2018 lab pack factors, were reviewed with and accepted by a representative of the MHSW Working Group and were implemented January 1, 2018. The results are listed below:

Lab Pack Type	2018 Municipal Share	2017 Municipal Share	2018 Steward Share	2017 Steward Share
Pesticide	92.17%	87.64%	7.83%	12.36%
Misc. Organics (includes solvents)	90.89%	90.26%	9.11%	9.74%
Fertilizer	79.92%	81.46%	20.08%	18.54%
Aerosols	46.58%	47.74%	53.42%	52.26%

## 5.4 Paint Lab Pack Audit

In 2017, over a one week period, PCA conducted an audit on paint lab packs (drums and gaylord boxes), collected from municipal depots, events and R2R sites to identify items incorrectly included in paint lab packs, resulting in over 1,700 lines of data. PCA will analyse the information obtained on the amount, types and sources of contamination in the paints and coatings stream and consider ways to make improvements.

## 6 Accessibility Update

### 6.1 Municipal Collection Sites

In 2017 there were no new municipal depots added to the PCA ISPs for the collection of paint, pesticides, solvents and fertilizers; however, 8 new events were added to the programs.

### 6.2 Non-Municipal Collection Sites

In 2017, PCA achieved a significant expansion of the Return to Retail (R2R) collection site network. A net total of 98 R2R sites were added in 2017, including 80 PPG Architectural Coatings/Dulux stores resulting in a net total of 296 R2R collection sites compared to 198 in 2016. PCA also supported collection events at Cloverdale Paint and Home Hardware locations. Due to the success of these events, they will be held again in 2018. PCA continues to discuss R2R expansion with a number of sites across Ontario.

### 6.3 PCA ISPs Collection Network

Type	Paint Collection Sites			PSF Collection Sites		
	2016	2017	Annual Target	2016 <sup>3</sup>	2017	Annual Target
Municipal Depot	96	<b>96</b>	120	95	<b>95</b>	150
Municipal Events	299	<b>307</b>	475	288	<b>307</b>	500
Return to Retail	198	<b>296</b>	425	n/a	<b>n/a</b>	n/a

3. 2016 PSF collection sites counted from the start of the PCA IPS program in Q2 to Q4 inclusive

## 7 Steward/IFO/ISP Updates

### 7.1 Steward Transition from IFO to ISPs

As of the end of 2017 there were 84 paint members, 22 pesticide members, 70 solvent members and 17 fertilizer members participating in the PCA ISPs.

Throughout 2017, PCA continued to follow up with Ontario paint and PSF stewards who expressed interest in transitioning from the Industry Funded Organization (IFO) to the PCA ISPs as well as stewards that were new to the market. There were 15 new PCA members added to the PCA ISPs in 2017. A list of ISP members is provided in Appendix B.

In addition, PCA routinely followed up with members on reporting requirements and performed member audits in accordance with PCA's Membership Agreement.

## **7.2 Supply Chain Cost Share between the ISO and IFO**

PCA and SO agreed to extend the cost sharing agreement related to the PSF end of life management to 2019. Supply chain costs are apportioned between PCA and SO based on actual PSF steward market share in each of 2016 and 2017.

For paint, PCA operated the entire supply chain from July 1, 2015 to December 31, 2017. Unlike PSF, PCA does not have a cost sharing agreement with SO for paint. SO did purchase 8 tonnes of paint for the 2017 year but did not purchase any paint tonnes from PCA for 2015 or 2016.

## **8 Promotion and Education**

In 2017, PCA continued to implement promotion and education activities according to the PCA ISPs. Major highlights from PCA's promotion and education initiatives are outlined below.

### **8.1 Advertising and Activities**

PCA employed a variety of advertising techniques including:

- Targeted SEM Campaign – Managed by Yellow Pages Group (YPG)<sup>1</sup>: Ads linked to searches for “paint recycling” and “recycle paints” in Ontario were the 5<sup>th</sup> and 6<sup>th</sup> most clicked ads out of all PCA provinces and programs, collectively generating over 2,500 click-throughs
- Digital Retargeting Campaign – Managed by YPG
- Gated Facebook Content Strategy – Managed by YPG: Regularly scheduled Ontario-specific content, available only to Ontarians, focused on paint recycling, special waste, and the recycling community in general. In 2017, Ontario had the second largest Facebook audience by province, second only to BC
- Municipal Calendar Advertising: Ontario paint recycling was advertised in municipal calendars and regional waste guides, with a total of 754,000 calendars distributed among 25 municipalities
- Out of Home Advertising – NewAd: Paint recycling was advertised in “restobar” locations throughout Ontario; this included 176 postings of an 8.5x11” advertisement that collectively resulted in 1.59 million impressions over 20 weeks
- Municipal Waste Association (MWA) Advertisement
- Print ad in CPCA Insight Trade Publication: Full page, national advertisement focused on paint and coatings stewardship and member recruitment in all provinces with PCA paint programs, including Ontario

#### **8.1.1 Website Traffic Overview**

A website traffic overview and sources are provided below. To best identify ReGeneration website activity from Ontario, this section's statistics are being reported using three parameters:

- Only traffic from Ontario was considered. All other provinces (and non-Canadian locations) were excluded from data extraction.
- Ontarian traffic to all sections of the website (news, homepage, events, about, etc.) were included in the analytics

- Traffic between January and December 2017 was considered

Website traffic is summarized below:

Metric	Traffic from Ontario Users
Sessions (Total Visits)	31,762
Returning Visitors (%)	21.46%
New Visitors (%)	78.54%
Average Visit Duration	00:01:36
Average Page Views	2.16

Traffic sources are defined as:

- Referral Traffic – Visitors referred by links on other websites (see next table)
- Organic Traffic – Visitors referred by an unpaid search engine listing (e.g. Google search)
- Direct Traffic – Visitors who typed the URL directly into their browser. 'Direct' can also refer to the visitors who clicked on the links from their bookmarks/favourites, untagged links within emails, or links from documents that don't include tracking variables (such as PDFs or Word documents)
- Paid Search – Paid search includes AdWords traffic, as well as paid traffic from other search engines
- Display Ads – Visitors who got to the site by clicking a display ad on a different website

Traffic sources are provided below:

Metric	Percentage of Traffic Source
Referral Traffic	43.0%
Organic (Search) Traffic	23.1%
Direct Traffic	17.4%
Paid Search	14.7%
Social (e.g. Facebook)	1.0%
Display Ads	0.9%

Top traffic referral sources include:

Linking Site	Organization	% of ON Referral Traffic
makethedrop.ca	Stewardship ON	35.99%
www.ottawa.ca	City of Ottawa	24.22%
toronto.ca	City of Toronto	8.96%
canadiantire.ca	Canadian Tire	8.15%

### 8.3 Social Media Performance Measures

Parameters:

- Total Facebook activity for 2017 (ReGeneration national page, not regional)
- Data range from January 1<sup>st</sup>, 2017 – December 31<sup>st</sup>, 2017



Total Facebook Likes on December 31 (All Provinces)	New Facebook Page Likes (All Provinces)	Total Reach (All Provinces)
19,026	5,488	1,930,400

**Note:** Impression data and per-province data is no longer available through Facebook.

#### 8.4 Promotion and Education Material Requests

PCA made point of sale or point of return materials, which include rack cards, posters, and floor decals, available to Ontario paint collection sites by order through PCA's website, free-of-charge, in both printed and digital formats, in 2017.

## 9 Financials

Audited financial statements for the PCA ISPs will be provided by March 31, 2018.

**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND  
FERTILIZERS PROGRAM**

**STATEMENT OF REVENUES AND EXPENSES**

**31 DECEMBER 2017**

**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND FERTILIZERS PROGRAM  
Statement of Revenues and Expenses**  
For the year ended 31 December 2017

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## INDEPENDENT AUDITORS' REPORT

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To: Resource Productivity & Recovery Authority,

As required by the Waste-Free Ontario Act, S.O. 2016, (C.12 - Schedule 2 (s.30(2(3))))), we have audited the Statement of Revenues and Expenses of the Ontario PaintRecycle Program and Ontario Pesticides, Solvents and Fertilizers Program (the "Statement") as reported by Product Care Association of Canada for the year ended 31 December 2017 and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Statement

Management is responsible for the preparation of the Statement in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of the Statement that is free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on the Statement based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



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## INDEPENDENT AUDITORS' REPORT - Continued

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### Opinion

In our opinion, the Statement presents fairly, in all material respects, the revenues and expenses of the Ontario PaintRecycle Program and Ontario Pesticides, Solvents and Fertilizers Program as reported by Product Care Association of Canada for the year ended 31 December 2017 in accordance with Canadian accounting standards for not-for-profit organizations.

### Restriction on Distribution

This report is prepared on the direction of Product Care Association of Canada's management and the Resource Productivity & Recovery Authority. As a result, the report may not be suitable for another purpose. Our report is intended solely for Product Care Association of Canada's management and the Resource Productivity & Recovery Authority, and should not be distributed to other parties.

*Rolfe, Benson LLP*

CHARTERED PROFESSIONAL ACCOUNTANTS

Vancouver, Canada  
21 March 2018

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**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND FERTILIZERS PROGRAM**

**Statement of Revenues and Expenses**

For the year ended 31 December 2017

2017

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<b>Revenues</b>	<u>\$ 18,476,805</u>
<b>Program expenses</b>	
Collection	6,018,580
Processing	6,014,400
Transportation	1,781,817
Administration (Note 3(b) & (d))	1,554,764
Regulatory	228,982
Communications	96,374
	<u>15,694,917</u>
<b>Excess of revenues over expenses for the year</b>	<u>\$ 2,781,888</u>

**Change in accounting policy** (Note 2)

**Commitment** (Note 4)

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**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND FERTILIZERS PROGRAM**  
**Notes to the Statement of Revenues and Expenses**  
**For the year ended 31 December 2017**

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**1. Basis of Presentation**

The Statement includes the revenues and expenses (the “Statement”) of the Ontario PaintRecycle Program and Ontario Pesticides, Solvents and Fertilizers Program (the “Programs”), a segment of the operations of Product Care Association of Canada (the “Association”).

**2. Change in Accounting Policy**

During the year, the Association changed its accounting policy for the recognition of revenue from Environmental Handling Fees (EHFs). In previous periods, the Association had recognized revenue from EHF's in the period that the related program materials were sold by the member. The Association has now decided to recognize revenue from EHF's at the end of the month following the reporting period that the program materials were sold by the member. Management believes that the new policy is preferable because it better reflects the requirements of the Association's membership agreements which defines the members' obligations under the various programs.

The Association has accounted for this change in accounting policy retroactively as a prior period restatement of opening accumulated surplus. As a result, accumulated surplus as at 1 January 2017 has decreased by \$1,076,594 which represents revenues that were previously reported in the 2016 fiscal year and are now reported in 2017 under the new accounting policy. As the Program's Statement does not present accumulated surplus or comparative figures the adjustments impacting the previous year are not reflected in the Statement.

**3. Summary of Significant Accounting Policies**

The Statement is prepared in accordance with Canadian accounting standards for not-for-profit organizations. The significant policies are detailed as follows:

(a) Revenue Recognition

Environmental Handling Fees are received from members of the Association making sales of designated program materials within the province of Ontario. The Association recognizes these fees as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Environmental Handling Fees revenues are recognized as individual members report and remit them as required by the Association's membership agreement which is at the end of the month following the reporting period that the designated program materials were sold by the member.

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**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND FERTILIZERS PROGRAM**  
**Notes to the Statement of Revenues and Expenses**  
For the year ended 31 December 2017

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**3. Summary of Significant Accounting Policies - continued**

(b) Tangible Capital Assets

Tangible capital assets are recorded at cost. The Association provides for amortization using the straight-line method at rates designed to amortize the cost of the tangible capital assets over their estimated useful lives. The annual amortization rate is as follows:

Depot equipment	3 years
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Included in administration expense is \$6,863 of amortization expense related to tangible capital assets.

(c) Intangible Assets

Intangible assets are recorded at cost. The Association provides for amortization using the straight-line method at rates designed to amortize the cost of the intangible assets over their estimated useful lives. The annual amortization rate is as follows:

ERP System	5 years
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Included in administration expense is \$85,947 of amortization expense related to in tangible capital assets.

(d) Use of Estimates

The preparation of financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of revenues and expenses and disclosure of contingencies included in the Statement. Accounts subject to estimates include revenue accruals, expense accruals, amortization, overhead allocation and processing commitments. Actual results could differ from those estimates.

(e) General and Administrative Expenses - Overhead Allocation

A portion of the total general and the administrative expenses of the Association, net of expense recoveries, has been allocated to the Programs. The allocation of general and administrative expenses to the Programs is determined using the percentage of program specific operating expenses as compared to total operating expenses for all the Association's programs. Included in administration expense is \$909,976 of overhead expense which has been allocated to the Programs.



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**PRODUCT CARE ASSOCIATION OF CANADA  
ONTARIO PAINTRECYCLE PROGRAM AND  
ONTARIO PESTICIDES, SOLVENTS AND FERTILIZERS PROGRAM  
Notes to the Statement of Revenues and Expenses  
For the year ended 31 December 2017**

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**4. Processing Commitment**

At year end, the Association had unprocessed program material on hand related to the Programs with an estimated cost to process, transport and recycle of \$299,000 which will be incurred in 2018.

## 10 Appendices

### 10.1 Appendix A – Service Providers

PCA Service Provider List					
Company Name	Paint	Aerosols	Pesticides	Solvents	Fertilizers
Aevitas Inc.	T	T	T	T	T
Brendar Environmental Inc.	T	T/P	T/P	T/P	T/P
Buckham Transport Ltd.	T	T/P	T/P	T/P	T/P
Cardinal Couriers Ltd.	T				
Clean Harbors Inc.	T		T/P	T/P	T/P
Drain-All Ltd.	T	T/P	T/P	T/P	T/P
EnviroSystems Inc. (formerly Hotz Environmental)	T/P	T/P	T/P	T/P	T/P
GFL Environmental Inc. (formerly Potter Environmental)	T	T/P	T/P	T/P	T/P
Loop Recycled Products Inc.	P				
Miller Environmental Corporation	T	T/P	T/P	T/P	T/P
OWL Environmental Inc.	T			T	
Photech Environmental Solutions	T	T/P	T/P	T/P	T/P
Quantex Technologies Inc.	T	T	T	T	T
Raw Materials Company Inc.	T	T	T	T	T
Safety-Kleen Brampton	T			T	
Safety-Kleen Brantford	T			T	
Safety-Kleen Chelmsford	T			T	
Safety-Kleen London	T			T	
Safety-Kleen Oshawa	T			T	
Safety-Kleen Ottawa	T			T	
Terrapure Environmental (formally Newalta)	T	T	T/P	T/P	T/P
Veolia Environmental - Timmins	T		T	T	T
Veolia ES Canada - Chatham	T		T	T	T
Veolia ES Canada - Ottawa	T		T	T	T
Veolia ES Canada - Pickering	T		T	T	T
Veolia ES Canada - Quebec	T		T	T	T

T=Transporter, P=Processor

## 10.2 Appendix B – ISP Members

PCA ISP Members	
2471595 Ontario Inc. o/a Hi! Neighbor Floor Covering Company	Class C Solutions Group, MSC Industrial Supply LLC
3600106 Manitoba Inc o/a Piston Ring	Cloverdale Paint Inc.
3M Canada Company	Commercial Oil Company of Hamilton Inc.
7594828 Canada inc. (o/a Ace Canada)	Costco Wholesale Canada Ltd.
Acklands - Grainger Inc.	Country Chic Paint
AD Fire Protection Systems Inc	CRC Canada Inc.
ALEX MILNE ASSOCIATES LTD.	Custom Building Products Canada Ltd
Alexandria Moulding	Darch Fire Incorporated
ALTROM CANADA CORP.	David L. Stevenson & Son Artists' Colours Manufacturing Co. Ltd.
BASF Canada Inc.	Denalt Paints Ltd.
Bass Pro Canada ULC	Dominion Sure Seal Ltd.
Beauty Systems Group (Canada) Inc.	Dynamic Paint Products Inc. DBA Lancaster Canada
Behr Process Corp.	Empack Spraytech Inc.
Benjamin Moore & Co. Ltd.	Envirosystems Incorporated
Bestbuy Distributors Ltd	EVERGUARD COATINGS INTERNATIONAL LTD. cob NIAGARA PROTECTIVE COATINGS
Bolts Plus Inc.	Farrow & Ball Canada Ltd.
Brett-Young Seeds Limited / Semences Brett-Young Limitee	Fastenal Canada Ltd.
Bridgestone Canada Inc, Firestone Building Products Canada Division	FCA Canada Inc
Brock White Canada ULC	G.F. Thompson Co. Ltd.
Canadian Auto Stores Ltd	General Motors of Canada Company
Canadian Building Restoration Products, Inc	GH INTERNATIONAL SEALANTS ULC
Canadian Tire Corporation, Limited	GS Distribution Inc.
Canpro Decorating products Inc.	Hall-Chem Mfg. Inc.
CANRAD BEAUTY Ltd	Henkel Cda Corp. Consumer Adhesives
Cansel Survey Equipment Inc.	Henry Company Canada, Inc.
CertainTeed Gypsum Canada, Inc.	Home Depot of Canada Inc.

PCA ISP Members	
Home Hardware Stores Limited	PPG Architectural Coatings Canada Inc.
IKEA Canada Limited Partnership	Prema Canada ULC
ITW Construction Products, A division of ITW Canada	Premier Tech Home & Garden Inc
ITW Permatex Canada	Princess Auto Ltd.
Jaguar Land Rover Canada ULC	Pro Form Products Limited
John Deere Canada ULC	PROTEK PAINT LTD
K-G Spray-Pak Inc.	Quikrete Canada Holdings Limited
King-O-Matic Industries Limited	Radiator Specialty Company of Canada
Kleen-Flo Tumbler Industries Ltd.	Recochem Inc.
Korzite Coatings Inc.	Regional Automotive Warehousing Ltd
Kubota Canada LTD	Rochester Midland Ltd
Lee Valley Tools Ltd.	RONA Inc.
Les Produits Techniseal	Rust-Oleum Consumer Brands Canada
Loblaws Inc.	S.C. Johnson and Son, Limited
Loop Recycled Products Inc.	Saman Corporation (3777472 Canada Inc.)
LOVELAND PRODUCTS CANADA INC.	Schwartz Chemicals
M G Chemicals Ltd.	Scotts Canada Ltd.
Martin & Associates Inc.	Selectone Paints Inc.
Michaels Stores Inc.	Sherwin-Williams Canada Inc
Modern Sales Co-op	Shrader Canada Limited
Nawkaw Corporation	SOLIGNUM INC.
NCH Canada Inc.	Sto Canada Ltd
Nordstrom Canada Inc.	Surekiller Products Limited
Omer DeSerres Inc.	Suzuki Canada Inc.
Orgill Canada Hardlines ULC	The Dow Chemical Company - Dow Building & Construction
Patene Building Supplies Ltd.	The Sansin Corporation
Peintures MF Inc.	The Sherwin-Williams Company
Plasti Kote Co., Inc. (Valspar)	Timber Pro Coatings Ltd.
Popular Garden Centre	Toolway Industries Ltd.

PCA ISP Members	
Torcan Coatings Inc.	
Toyota Canada Inc.	
Tremco Canada Division, RPM Canada	
UAP INC.	
Uline Canada Inc.	
Valvoline Canada-Div. Ashland Canada	
W.H. Lubricants Ltd.	
Wal-Mart Canada Corp.	
WD-40 Company (Canada) Ltd.	
Wood Essence Distributing	
YHD DISTRIBUTORS INC.	