



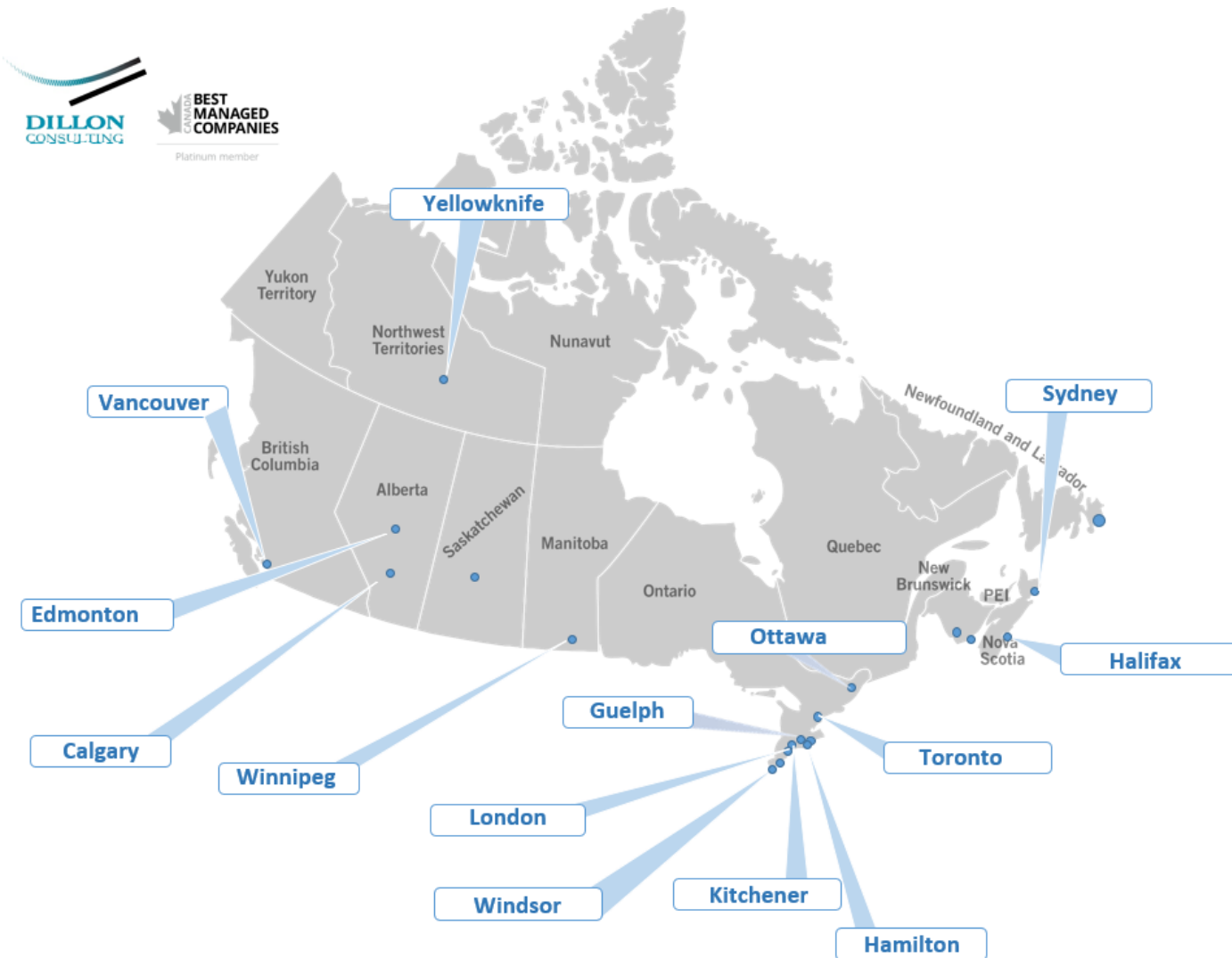
Lessons Learned during Transitions to EPR

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Dillon Consulting Limited



Dillon is a proudly Canadian, 100% employee-owned professional consulting firm, specializing in:

- Planning;
- Engineering; and
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Waste Management Service Area:

Assists public and private sector clients in developing and implementing solutions for future waste management needs and opportunities.

- Advisory Services
- Waste Processing Facilities and Technologies
- Waste Disposal Facility Design and Operations

What Changes with a Transition to EPR?

From the current system:

- Communities are the lead
- Each program can be different
- Producers have some or no responsibility for collection or management of recyclables

To a future system:

- Producers are the lead
- Common collection system across provinces that accepts the same materials for collection
- Communities may act as service provider to the producers

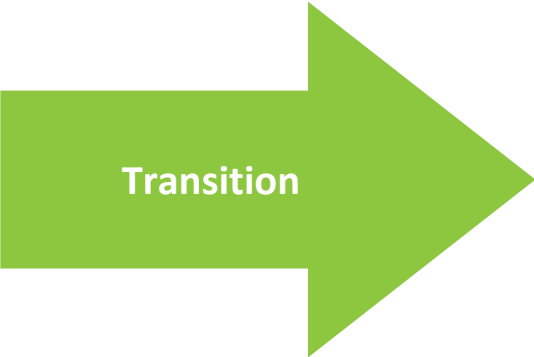


PAST

FUTURE

Change Management and Transition Planning

Current State



Future State



Planning for Change

- What does the future look like for your Community in the EPR system?
- How will the changes affect the operation of the rest of the Community waste management system?
 - Customers not included in the EPR regulation
 - Materials not included in the EPR regulation
 - Integrated operations
- What do you need to plan for?
- What are the financial implications?

Waste Management System Components

People	Business Processes	Facilities/Equipment	Costs/Benefits/Risks
<p>Customers</p> <ul style="list-style-type: none"> • Curbside • Multi-Residential • Downtown/BIAs • Public Spaces • Drop-off Depots • City Facilities <p>Staffing</p> <ul style="list-style-type: none"> • Municipal Staff <p>Contracts</p> <ul style="list-style-type: none"> • Recycling • Other Contracts 	<ul style="list-style-type: none"> • Collection System • MRF Operations • Drop-off Operations • Transfer Operations • Scale House Operations • Administration • P&E • Enforcement • Diversion Rate 	<ul style="list-style-type: none"> • Recycling Boxes/Carts • MRF • Transfer Station • Drop-off Depot • Collection Fleet & Yard 	<p>Cost Impacts</p> <ul style="list-style-type: none"> • Operating, revenues, capital costs • Removing the recycling service and stranded assets • The rest of the waste management system • Development Charges <p>Benefits</p> <ul style="list-style-type: none"> • Social and environmental alignment with goals and strategies <p>Risks & Mitigation</p> <ul style="list-style-type: none"> • One-time transition activities & costs

10 Lessons Learned

1. Start planning early! Get a transition plan in place.
 - Apply Change Management principles and tools.
2. Be prepared with knowledge of current recycling costs.
 - Needed to support evaluation of PRO proposed contract.
3. Understand who is currently receiving service in your Community.
 - Who will be serviced by the EPR program, who will not?
4. Understand your current contamination levels in the recyclables collected.
5. Understand cost implications for other waste collection programs if recycling services will or will not be provided by the Community.

10 Lessons Learned (continued)

6. Lean on resources such as municipal and industry associations.
7. Plan for stranded assets (MRFs, carts/bins)
8. Plan for changes in operations, tracking and reporting requirements.
9. Plan communications for residents regarding changes.
 - Even if you aren't a service provider to the PROs, residents will keep calling Communities, need to have scripts, training and plans in place to transfer calls.
10. Conduct baseline waste characterization audits and ongoing monitoring to evaluate whether recyclables are ending up in other waste streams.



Questions?

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