

# BEST PRACTICE REPORTING TIPS

These best practice reporting tips have been aggregated from the most common questions received when stewards are preparing their reports. If you have further questions, please contact Steward Services.

COMMON QUESTIONS	REPORTING TIPS	RELEVANT SECTOR(S)			
		ALL	RETAILERS	BRAND OWNERS	SERVICES
I ship to a distribution centre and I don't know the final destination of my product. What do I do?	If you ship products to a third party's distribution centre and are uncertain of the final destination of your products, the best approach to work with your customers to secure data about the 'sold to' parties. If however this information is not available, you may estimate the quantities of PPP supplied to each province (and sold to consumers) by referencing <u>Statistics Canada Population Percentage</u> data as provided in <u>2.0 of the Guidebook</u> .	X			
Do I report transportation packaging?	Do not report transportation packaging such as corrugate shippers or pallet wrap. Please ensure that you only report packaging materials that are supplied to the residential consumers.	X			
What do I do if I supply the same product to both commercial and residential consumers?	If you supply the same product to both residential consumers and to commercial customers (such as hospitals or schools) you may omit from your steward report the product supplied to your commercial customers. We recommend that you consult your sales reports which might help you determine the quantity of material supplied to consumers. Please remember that if the product is supplied to distributors or retail customers, and subsequently sold to consumers, it should be included. If it is sold to commercial or institutional customers only it should be excluded from your report.	X			
I distribute free promotional material to consumers. Do I need to report that?	If you supply brochures, coupons or promotional materials to your residential consumers please include that printed material in your steward report under <i>Other Printed Materials, Non-CNA/ OCNA Members- Newsprint, or Newsprint (inserts and circulars</i> (dependent on the material composition of the promotional material).	X			
Do I have to report HR documents distributed to my employees?	Printed paper documents such as T4s, Records of Employment and all other HR related documents, are obligated materials and should be reported under <i>Other Printed Materials</i> .	X			
Are business cards obligated?	Business cards that will ultimately end up with the residential consumer are obligated and should be included in your steward report under <i>Other Printed Materials</i> .	X			
How do I report envelopes?	If your business supplies printed material such as statements, bills or annual reports in an envelope to your residential customers in BC, SK, MB and/or ON, both the envelope and the printed material needs to be included in your steward report and reported under <i>Other Printed Materials</i> .  However, blank envelopes sold as product are obligated material in BC and SK only. If you sell blank envelopes to consumers in those two provinces, please report them under <i>Purchased Posters, Calendars, Greeting Cards and Blank Envelopes</i> .	X			



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I sell seasonal items, how do I report that material?	If your product line changes throughout the year because you sell seasonal products, we suggest that you consult your sales data in order to determine the packaging or printed paper material associated with those seasonal items that are supplied to residential customers. Please include this material in your steward report.	X			
My products are sold with instruction manuals and product warranty information. Do I report that material?	Please include in your steward report all printed paper materials that are supplied with your products to the consumer. This could include instruction manuals, safety or warranty information. While this material may be retained by the consumer for a period of time, it will eventually be disposed of in the residential waste stream and so this material is included in your report under <i>Other Printed Materials</i> .	X			
I manufacture private label products for another company. Do I report this product or does my customer?	In most cases, the obligated steward for private label brands is the brand owner and not the manufacturer.	X			
I'm a CBCRA member, where do I report beverage containers?	<p>If you are a CBCRA member in Manitoba, please report all obligated beverage containers (and the associated secondary packaging) supplied to consumers in Manitoba in the CBCRA section of the WeRecycle portal.</p> <p>Please ensure you <u>scroll down</u> to the correct section of the portal to report your CBCRA materials. The tonnage that you report in this section is not included in the fee calculation for MMSM materials – it is managed separately by 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.</p> <p>Please remember to report both the tonnage and units for the CBCRA materials which you supply into the residential waste stream.</p> <p>If you are <u>not</u> a registered member of CBCRA, please report all non-alcoholic beverage containers to MMSM. CBCRA program information can be found on their website: <a href="http://www.cbcra-acrcb.org/">www.cbcra-acrcb.org/</a>.</p>	X			



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Why are some materials obligated in some provinces but not in others and how can I simplify my reporting?	The obligated materials for each provincial program are determined by the provincial governments. To streamline the reporting process for stewards who report across multiple programs, CSSA developed a standardized national materials list. Provincial specific reporting is also available, and the portal allows stewards to choose their preferred method of reporting (either national or provincial). Please note that if you do use the national list, all the national material categories map directly to the provincial material categories.	X			
I supply my branded products to quick-service restaurants, where some of my products are consumed on site and not taken home. How do I prepare my report accordingly?	If you supply products to a business such as quick-service restaurants where a portion of the packaging associated with your products will be consumed on-site, you may exclude that portion as it is not taken home for disposal in the residential waste stream. In order to calculate the amount of material to exclude, you might consult with your customers who may be able to provide you with an estimate of the portion of products that are consumed on site and disposed of commercially. Please make a note in your methodology of the material excluded from your report, the study or method applied used to estimate the amount to exclude, and please retain the data to support that exclusion.	X			
Some calendars need to be reported and some don't. How do I report calendars?	For all programs, free calendars distributed to consumers for promotional or informational purposes need to be included in your steward report under <i>Other Printed Paper</i> . However, in BC and SK, calendars sold as a product are also obligated and need to be included in your steward report under <i>Purchased Posters, Calendars, Greeting Cards and Blank Envelopes</i> .	X			
How do I use the Component Threshold Rule?	If you supply packaging that consists of multiple material categories (e.g. a bottle made of one type of plastic, with a lid made of a second type of plastic) you may be able to simplify your reporting by using the Component Threshold Rule. If the packaging component or ancillary packaging makes up a small percentage (less than 5%) of the total packaging weight, you can report that component under the material category that represents the majority of the package's weight. For practical examples and more information on the Component Rule, please refer to <b><u>section 2.4.1 of Part Two of the Guidebook</u></b> .	X			
The boxboard box that holds a board game will not be thrown out for a very long time. Do I have to report it?	There are a few types of packaging, referred to as Durable Packaging, that performs an integral role in the long term (5 years +) use or storage of a product – such as a puzzle or board game. This type of packaging remains with the product throughout its useful life and may also include items such as CD/DVD cases, power tool cases or vinyl record covers. You do not need to report this material.		X	X	
Do I report grouped or secondary packaging?	If you supply products sold in bulk, for example multi-packs of tissue boxes to consumers, please report the multipack packaging around your products. You would also report the individual product packaging as well, for instance the boxboard tissue boxes.		X	X	

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Canadian Stewardship Services Alliance

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<p><b>Do I need to report the reusable bags that I provide to my customers at the cash register? Does it make a difference if I sell the bags or give them out for free?</b></p>	<p>The bags you sell to your consumers that are durable and reusable (often sold by retailers to reduce the use of single-use carry-out bags) do not need to be included in your steward report - these types of bags are considered to be a product. However, the single-use bags you provide to your customers at the cash are considered to be service packaging and they do need to be reported in all four programs.</p> <p>There are some differences between the four programs in how to report carry-out bags as follows:</p> <ul style="list-style-type: none"> <li>In ON, if you supply your consumers with complimentary textile-only bags at the point of sale, this material will be reported to SO under <i>Natural and Synthetic Textiles</i>.</li> <li>In all other provinces, woven or non-woven plastic bags intended for more than one use should be reported under <i>Plastic Laminates</i>.</li> </ul>		X		X
<p><b>Not all my customers take their cash receipt with them and I dispose of them in my store. Do I have to report them?</b></p>	<p>You can exclude the portion of receipts that are not taken by your consumers. This might include a portion of sales receipts or ATM receipts which are disposed of at your place of business. In order to access the portion of this material to exclude from your report you may rely on systems data, mail service data or studies undertaken by your company or your industry association. Please make sure you retain the data which supports the exclusion of this material from your report and make note of it in your methodology. When considering the portion of material to exclude from your steward report (such as sales receipts or ATM receipts), please be sure to include all material taken home by the consumer which includes receipts that you believe will be retained by the consumer for historical reference. All that material will eventually be disposed of in the residential waste stream (even if at a later date) and so it must be included in your report.</p>		X		X
<p><b>How do I use the steward list?</b></p>	<p>It is important that you only report the materials for which you are the resident brand owner, resident first importer or franchisor. Each year, CSSA provides a list of registered and voluntary stewards for each program. We recommend that you consult this list prior to preparing your steward report – that way you can be sure you do not report any material that is the responsibility of another steward. Please note that the data in the list is based on information provided by stewards.</p>		X		X
<p><b>I am a distributor, and I would like to elect to become a voluntary steward. Am I eligible?</b></p>	<p>You are eligible to become a Voluntary steward for brands for which you are the brand owner or if you hold the exclusive license to sell the product. If you meet the <a href="#">voluntary steward criteria</a>, you are eligible to become a voluntary steward for those brands.</p>			X	

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I received a letter from one of my business partners, who is telling me they won't do business with my company anymore if I don't sign up as a voluntary steward. I do not meet the criteria to become a Voluntary Steward. What do I do?	Unfortunately, if you do not meet the criteria outlined in the Voluntary Steward Policy, you are not eligible to become a voluntary steward. In this case, the obligation would fall on the resident first importer.			X	
I purchase non-branded packaging from a wholesaler for my bakery business. I am not putting my brand name on it. The packaging manufacturer's name is on the bottom of the bag. Who is obligated to report this?	You would be the obligated steward to report this material. Even though you are purchasing packaging as a product from a manufacturer whose brand is on the packaging, you are then distributing this material to consumers as "service packaging" containing your product. This makes you the obligated steward for this material.		X		X
I am a retailer registered in all 4 programs and we offer a return-to-retail program for my plastic carry-out bags. Sometimes other retailers carry out bags are returned to us. A private contractor manages the end of life of these bags. Am I able to exclude this tonnage from my report as it will not end up in the residential waste stream?	There are currently some differences between how each program manages reporting exclusions. Currently, only MMSM and Stewardship Ontario allow deductions for plastic bags returned through an in-store recycling program. Recycle BC and MMSW manage deductions differently in accordance with Section 2.1 of their respective membership agreements which do not allow Recycle BC or MMSW stewards from operating or being part of another program: "You agree that, while a Member, You are prohibited from entering into an agreement with another person to operate a like program, or by fulfilling those obligations yourself." The intention of this provision is not to prevent stewards from having these programs; however it does mean that you cannot deduct this material from your reports. Please note that in British Columbia, Recycle BC is required by the regulator to conduct third party audits of stewards' reports and how recovered material is managed by collectors and processors to its end of life, and is required to include a description of the journey that material takes through the end of life supply chain in its annual report (see Section 8(2) of the Recycling Regulation). Recycle BC would not be able to track or audit any material that came back through a retailer's store.		X		

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<p><b>Why are stewards required to update the Methodology section on an annual basis?</b></p>	<p>It is recommended that stewards review and update their methodologies on an annual basis in order to validate their approach to reporting each year and to ensure their data collection processes remain current for their organization. Stewards are also required to update the brands/affiliates section of their reports each year with the most accurate information, which includes brands for which they are the brand owner or the obligated first importer. Changes in either of these areas will affect quantities reported year over year.</p> <p>During the report validation process, variances may be identified in one or more material categories. If the methodology section clarifies the reason for those variances, it makes the report validation process more efficient for staff and stewards.</p>	X			

