

## OES CURRENTLY ACCEPTS 44 DIFFERENT END-OF-LIFE ELECTRONIC ITEMS, INCLUDING:

- Computer peripherals including modems
- Printing devices including copiers, scanners, typewriters
- Telephones (physical and accessories)
- Cellular phones
- PDAs and pagers
- Audio and video players (e.g. VCR, DVD players)
- Cameras
- Personal hand held computers
- Desktop and laptop/portable computers
- Equalizers/(pre)amplifiers
- Radios
- Receivers and tuners
- Speakers
- Tuners
- Turntable
- Video players/projectors
- Video recorders
- Televisions
- Computer monitors



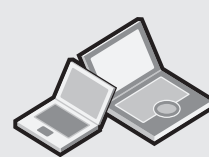
### Display Devices: Monitors & Televisions

≤29" **\$11.00**  
>29" **\$25.00**



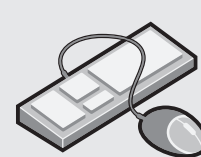
### Desktop Computers

**\$3.50**



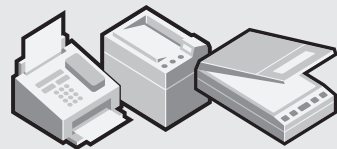
### Portable Computers

**\$0.70**



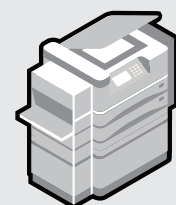
### Computer Peripherals

**\$0.05**



### Printing, Copying & Multifunction Devices

Desktop **\$5.40** Floor Standing **\$32.50**



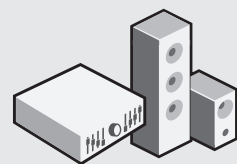
### Telephone & Telephone Answering Machines

**\$1.00**



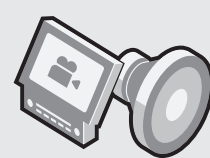
### Cellular Devices & Pagers

**\$0.01**



### Home Theatre In a Box

**\$7.80**



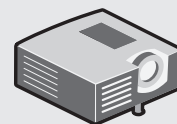
### Aftermarket Vehicle Audio and Video Devices

**\$1.55**



### Image, Audio and Video Devices Personal / Portable

**\$0.10**



### Image, Audio and Video Devices Home / Non-Portable

**\$1.45**

\* These are fees that Stewards (brand owners, first importers, and assemblers) pay to OES. In some cases, Stewards absorb the fees they pay to OES. In other cases, Stewards may choose to reflect these costs at the point of purchase.

\*\* Reference [www.ontarioelectronicstewardship.ca/fees](http://www.ontarioelectronicstewardship.ca/fees) for the most up-to-date postings of Steward fees.

For more information, please visit [www.ontarioelectronicstewardship.ca](http://www.ontarioelectronicstewardship.ca)

# FOR RETAILERS OR MERCHANTS

## WHO WE ARE

Operational since April 1, 2009, Ontario Electronic Stewardship (OES) is a not-for-profit organization that oversees the responsible reuse and recycling of end-of-life electronics through a program that includes hundreds of collection and affiliate sites across the province. Today the OES program – [recycleyourelectronics.ca](http://recycleyourelectronics.ca) – accepts 44 items of electronics for end-of-life management.

OES is one of three industry-funded organizations (IFOs) overseen by Waste Diversion Ontario.

## OUR MISSION

To lead end-of-life electronics collection in an environmentally responsible and cost-effective way, and divert end-of-life electronics from landfill on behalf of residents and businesses.

## OUR GOALS

- To divert computers, televisions, cell phones and other end-of-life electronics from Ontario's landfills
- To prevent hazardous materials and toxic chemicals from harming the environment and help ensure these materials are handled properly
- To reclaim and reuse the valuable components contained in end-of-life electronics like base and precious metals, glass and plastic
- To help businesses and consumers rethink how they treat end-of-life electronics

## OUR ACCOMPLISHMENTS

Having now entered our third year of operations, the OES program is having a significant impact across the province.

- Since commencing operations, OES has collected over 50,000 tonnes of end-of-life electronics; about 6,250 tractor-trailers full
- Last year, we held or sponsored more than 430 collection events across the province
- In a little over two years, program awareness of [recycleyourelectronics.ca](http://recycleyourelectronics.ca) has tripled
- We have expanded our collection network such that 91 per cent of Ontarians are within 25 km of an OES collection depot or event
- We have encouraged new business growth and innovation and continue to help transform Ontario into a more sustainable economy

We welcome your questions and comments, and invite you to learn more about the program. For more information, please visit the Retailer section of our website, [www.ontarioelectronicstewardship.ca](http://www.ontarioelectronicstewardship.ca) or contact:

**PHONE**  
1-888-646-1820

**EMAIL**  
[services@ontarioelectronicstewardship.ca](mailto:services@ontarioelectronicstewardship.ca)

## RETAILERS – VITAL AND TRUSTED PARTNERS

Electronics are now deeply interwoven into our daily lives. We regularly work and play on our computers, spend time on our smart phones and watch television. Your business likely depends on the sale of them.

Each time a new electronic item is purchased, however, another item typically becomes obsolete or unwanted. The result is a steadily growing amount of end-of-life electronics. In fact, according to Environment Canada, Canadians produce 140,000 tonnes of electronic waste each year.

It is this challenge that led to the launch of Ontario Electronic Stewardship, a not-for-profit organization funded by the manufacturers and importers of designated electronic equipment – also known as “stewards”. Each steward pays fees to OES that reflect their proportion of the total cost of developing, implementing and operating the program.

We’ve come a long way since program start up, but there is still much work still to be done. Our valuable network of service providers continues to play a critical role in helping Ontarians view their end-of-life electronics for what they are: something that should never go to landfill and a resource that can be recycled, reused or refurbished.

Retailers are among our most important partners. We can’t do it without you. In fact, our research tells us that while consumers see incentives and convenient drop off at retail as effective motivators for proper disposal, few do so because of lack of information and awareness in retail that establishes the retail connection with the consumer for takeback. Partnering with you in shifting behaviour is why we offer resources such as:

- Special collection events for employees, communities or takeback campaigns
- Logistical support for your efforts, as well as a collection incentive for the materials you collect
- Promotion and education incentive to help promote takeback
- Collateral or content for takeback campaigns

Even if retailers choose not to participate as an approved collector, some retailers may participate as Affiliates, collecting some or all OES materials through their relationship with an OES-approved processor.

Working together, we are confident we can help all Ontarians ensure end-of-life electronics are managed safely and responsibly, and like tin cans and paper, that disposal of electronics becomes a routine part of their day-to-day lives.

## FREQUENTLY ASKED QUESTIONS

### ABOUT ENVIRONMENTAL HANDLING FEES

**What are Environmental Handling Fees charged on electronic items used for?**

The Environmental Handling Fees (EHF) collected from Ontario stewards go toward covering the program’s direct costs of collection, transportation, consolidation, end-of-life management and administration for unwanted electronics. Funds are also used for public education and awareness, research and development, continuous improvements in technology and program execution. A complete list of current fees can be found at [ontarioelectronicstewardship.ca/fees](http://ontarioelectronicstewardship.ca/fees).

**Is the fee a tax?**

No. Monies collected do not go to government, therefore these EHF are not a tax and should not be communicated as such.

**Can retailers charge consumers “environmental handling fees” when they purchase these products?**

It is up to the individual companies and their retail customers how to handle the fee for the sale of new electronics. Some merchants will internalize the cost, while others may charge consumers environmental handling fees at the point of purchase with the appropriate notice prior to sale of new products.

**Can a retailer charge more than the fee listed?**

No. Fees charged at the time of purchase should not exceed the EHF for that item. Consumers have recourse to escalate to the Ministry of Consumer Services’ consumer-protection hotline if they may have been charged an inappropriate fee.

**If a consumer returns a new electronic item, is the EHF charged reimbursed?**

If charged at point of sale, a retailer should refund any fees that were applied if that product is returned.

**Can a retailer charge for the sale of reused or refurbished electronics?**

No. EHF are only charged on new equipment.

**What if an item is exchanged– say a laptop for a cell phone – what fee is applied?**

The retailer should refund any fee that was applied at the point of purchase for a particular item, and charge the appropriate EHF for the item being purchased.

**How is this program being funded?**

The program is funded by fees paid to OES by the producers that make them. It’s called a “producer responsibility” model. Funds collected are used exclusively to pay for collection, transportation, warehousing and processing of electronic waste, as well as research and education programs to encourage greater electronic equipment reuse and recycling, and prevent these items from getting to landfill.

**Where can we find information on these fees?**

An updated list of fees can be found at [ontarioelectronicstewardship.ca/fees](http://ontarioelectronicstewardship.ca/fees).

**How often do fees change?**

We continually monitor the cost to operate the program and assess fees annually. On August 1st, 2011, we reduced most fees. We made the reductions after consulting with industry partners and revising our projections on the amount of fee revenue needed to operate the program going forward. When fees change, OES gives ample and frequent notice to allow for programming of systems, training of staff and communications development.

### HOW TO GET INVOLVED IN THE OES PROGRAM

**We would like to take part in the program. How can we do it? What is the difference between a collector, service provider and an affiliate?**

An OES service provider contracts directly with OES. An affiliate works directly with an OES-approved processor, which handles end-of-life electronics collected through either the OES collection network or their own network or both. A collector can be a private, non-profit or municipal organization that agrees to collect designated end-of life electronics on behalf of the OES. For more information, please visit [ontarioelectronicstewardship.ca](http://ontarioelectronicstewardship.ca).

**What incentives are available to retailers that also participate as collectors?**

OES-approved collection sites receive a weight-based financial incentive of \$150 to \$235/tonne based on

collection set-up for the designated materials that they receive, sort and prepare for transport by an OES-approved service provider. For more information, please visit [ontarioelectronicstewardship.ca](http://ontarioelectronicstewardship.ca).

**What support does OES provide to retailers that take part in the program?**

OES can provide everything from collection incentives, promotion and education material and assistance with collection events. To learn more, please contact us at 1-888-646-1820 or [services@ontarioelectronicstewardship.ca](mailto:services@ontarioelectronicstewardship.ca)

**Why should we collect end-of-life electronics for OES instead of a non-OES affiliated recycler?**

OES and its approved primary processors ensure that the electronics collected are recycled safely and securely, and in an environmentally appropriate manner here in Ontario. In addition, OES approved processors have to meet the Electronics Recycling Standard, a very high standard for protection of human health and the environment, and their compliance to the standard is verified by third party auditors.

**What are the options for collection at my location?**

A prospective collector has two options: join OES as an OES collection site or become a generator site associated with an OES-approved primary processor. Both options allow you to collect end-of-life electronics safely and securely.

**How much space will we need to collect end-of-life electronics?**

If you work with OES we will pick up a minimum of six skids of end-of-life electronics at a time. Six skids require a space equivalent to about 100 square ft of floor space.

**Can we charge customers for the collection service?**

No. Ontarians who bring their unwanted electronics to an OES collection site or event can do so for free. OES pays a financial incentive for approved collectors for the end-of-life electronics collected.

**How do we receive compensation?**

If your retail location is an OES collection site, you will be compensated by OES. If the retail location is a generator site, terms are negotiated between the retailer and the OES approved primary processor.

**How often are items picked up?**

OES collectors can request an on-line pick up request and generally receive a pick-up within three to five business days.

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