

Hazardous Waste Program Digital Reporting Service Project

Hazardous Waste Multi-Stakeholder Working Group
Handover Meeting

April 20, 2021



Agenda

1. Kicking off the Hazardous Waste Program Digital Reporting Service Project
2. Establishing Design and Development Working Group(s)
3. Next steps
4. Q/As

MECP Hazardous Waste Multi-Stakeholder Working Group

Contact Name	Organization
Rich Lagani	Terrapure Environmental
Catherine King	Fertilizer Canada
Sydney Duggan	Algoma Steel Inc.
Dave Gordon	Association of Municipalities of Ontario
Dan Kokol	Stericycle
Mike Harvey	Hydro One Limited
Michael E Parker	Clean Harbours
Tim Knapp	Chemistry Industry Association of Canada
Sebastian Prins	Retail Council of Canada
Mike Chopowick	Ontario Waste Management Association
Frank Wagner	Safety-Kleen Systems Inc.
Heather Bradley	Cleanfarms Inc.
Anne McConnell	Canadian Consumer Specialty Products Association
Dennis Lam	City of Toronto
Doug DeCoppel	GFL Environmental Inc.



About RPRA



RPRA Resource Productivity
& Recovery Authority

About RPRA

- Regulatory body created by the Ontario government in November 2016.
- Receives its authority from the *Resource Recovery and Circular Economy Act, 2016* (RRCEA) and the *Waste Diversion Transition Act, 2016* (WTDA).
- Mandated to support the transition to a new producer responsibility model for waste diversion
- Mandate expanded in 2019 to allow the Authority to develop digital reporting services for waste programs beyond producer responsibility
- The Authority operates on a cost recovery basis through fees charged to regulated parties under the RRCEA and WDTA.



RPRA Resource Productivity
& Recovery Authority

About RPRA

- Successful build and deployment of the Tire Registry under RRCEA producer responsibility framework
- Enabled transition of obligated producers to new regulatory framework for tires, batteries and electrical and electronic equipment (EEE) regulations
- Registry system projects for batteries/EEE currently underway
- Developed and deployed registry training and support systems to assist regulated parties
- Registry system projects for Hazardous Waste Program and Excess Soil kicking off

Hazardous Waste Program Digital Reporting Service

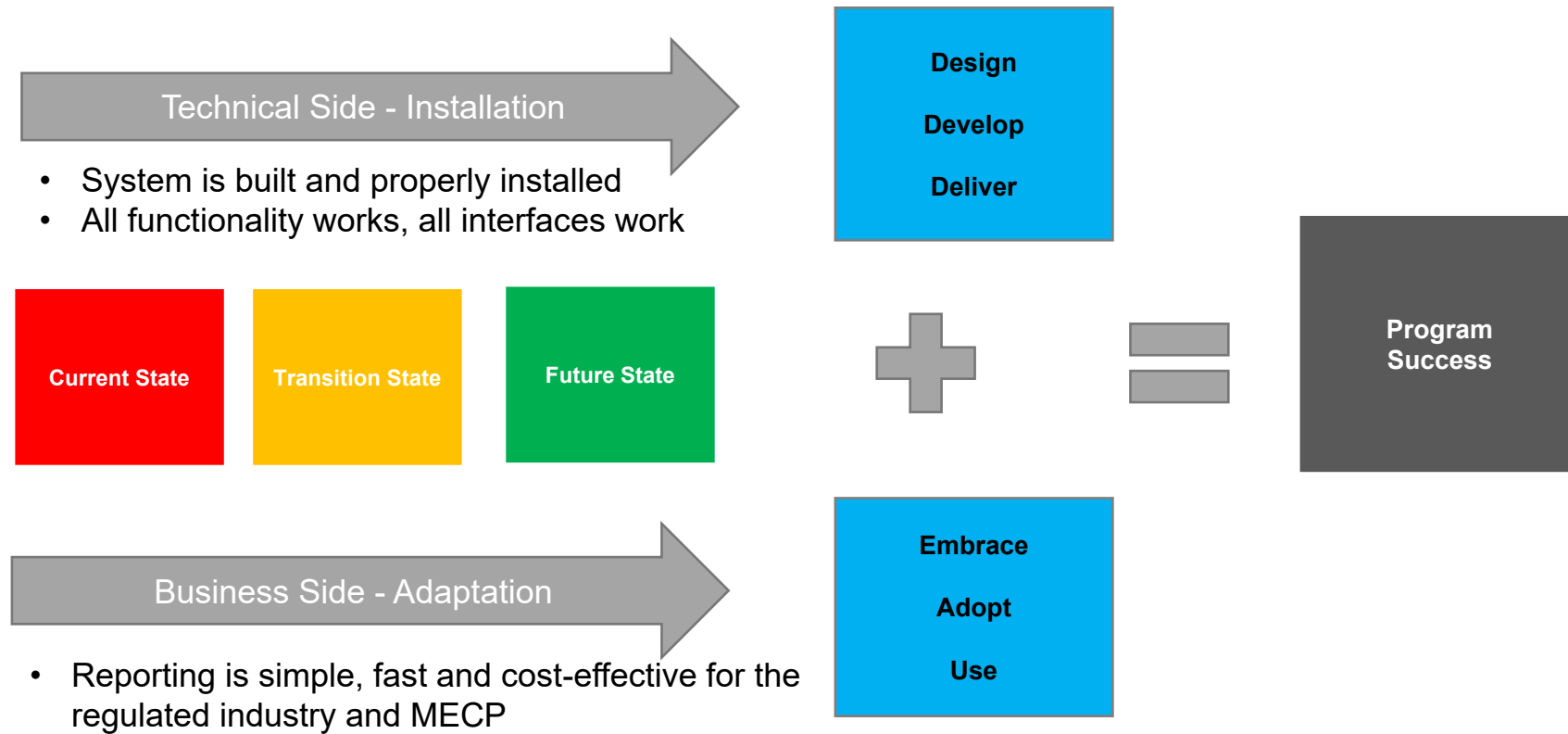


Transition to a Digital Reporting Service for the Hazardous Waste Program

Project History and Description

- April 21, 2020: the Minister directed the Authority to prepare a digital reporting service for the Hazardous Waste Program (HWP) for a January 1, 2022 launch.
- April 2021: In response to Authority advice that a longer implementation period is required for successful delivery, the Minister issued a new direction extending the launch date to January 1, 2023.
- Why the Authority advised the Minister to extend the launch date be extended:
 - Complexity of the project
 - Additional time required to engage with regulated community in meaningful consultation
 - Additional time to provide training and support to system users
 - Ensure the regulated community has sufficient time to adapt to the new system
- The new digital reporting service will support the ministry's goal of ensuring that hazardous waste is safely managed, while making it easier for the regulated community to report their hazardous waste management activities.

Delivering the Hazardous Waste Program Digital Reporting Service



Transition to a Digital Reporting Service for the Hazardous Waste Program

Ministry and RPRA Roles Under the Modernized HWP

Ministry's Role:

- Hazardous Waste program and **policy execution and oversight**
- **Compliance and enforcement** to ensure regulated parties comply with the requirements under the EPA and O.Reg 347
- **Communicate** with regulated community on policy and program objectives and oversight

RPRA's Role:

- **Build and operate** the digital reporting service for the regulated parties to meet reporting requirements.
- **Support registrants** in adapting to and using the new system
- **Enable efficient and complete reporting**
- **Setting and collecting fees**
- **Enable Ministry access** to reported information to enable compliance and policy oversight
- **Communicate** with regulated community on digital reporting service



Hazardous Waste Program Digital Reporting Service Project

Minister's Direction to the Authority – Project Objectives

- **Be user-friendly**, allow for continuous program improvements over time, and reduce administrative and cost burden
- **Enable efficient filing** of notices and other information from the regulated community, supporting the platform needs of users
- **Ensure access** to modern digital information and reporting tools by the Ministry to support the Ministry's compliance and enforcement program
- **Ensure support** to users including learning tools and assistance in using the new service

Hazardous Waste Program Digital Reporting Service Project

What's Been Done to Date

- Summer/Fall 2020: Project discovery and scoping exercise to develop procurement strategy
- October 2020: RFP for technology vendors released
- March 2021: PwC Canada and Vyana joint venture awarded contract to build the technical components of the digital reporting service.
 - PwC Canada to build the registry system in Phase 1 and Phase 2
 - Vyana to build the e-manifesting solution mobile app in Phase 2
- April 2021: Project kick off

Hazardous Waste Program Digital Reporting Service Project

Project Phases

Phase 1 – Salesforce Registry

Develop the Hazardous Waste Portal, to enable the regulated community to create accounts and submit on-site reports.

- Account creation
- On-site reporting (e.g. site & facility, waste stream etc.)
- Address validation support
- Data migration functionality
- Fee payment functionality, including fee exemptions as needed
- Bilingual, available in both English and French

Phase 2 - eManifesting Solution and Mobile App

Development of the eManifesting, tracking, and reporting system, including a mobile app, that can be used in real time to track shipments with full documentation that follows the shipment of Hazardous Waste.

- eManifest with all mandatory data
- Transactional fee payments
- Integration between the Registry and mobile app
- On-site reporting completion
- Bilingual, available in both English and French

Hazardous Waste Program Digital Reporting Service Project

RPRA Team

Contact	Title	Project Role
Frank Denton	Chief Executive Officer	Program Sponsor
Noah Gitterman	Registrar and General Counsel	Program Owner
John Pinard	Chief Information Officer	Product Owner (IT Asset)
Wilson Lee	Chief of Communications and Stakeholder Relations	Product Owner (Business Adaptation)
Ellen White	Manager of Communications and Stakeholder Relations	Communications Lead
Cameron Parrack	Manager, Programs and Planning	Stakeholder Engagement/ Business Test Lead
Holly Lafontaine	Manager, Programs and Planning	Business Process Lead
Pam Castillo	Manager, Registry Support	Operations and Transition Lead

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PwC Team

Name	Title/Project Role
Justin Wortley	Engagement Partner
John Bauer	Senior Program Executive
Candice Mackay	Engagement Lead and Senior Solution Architect

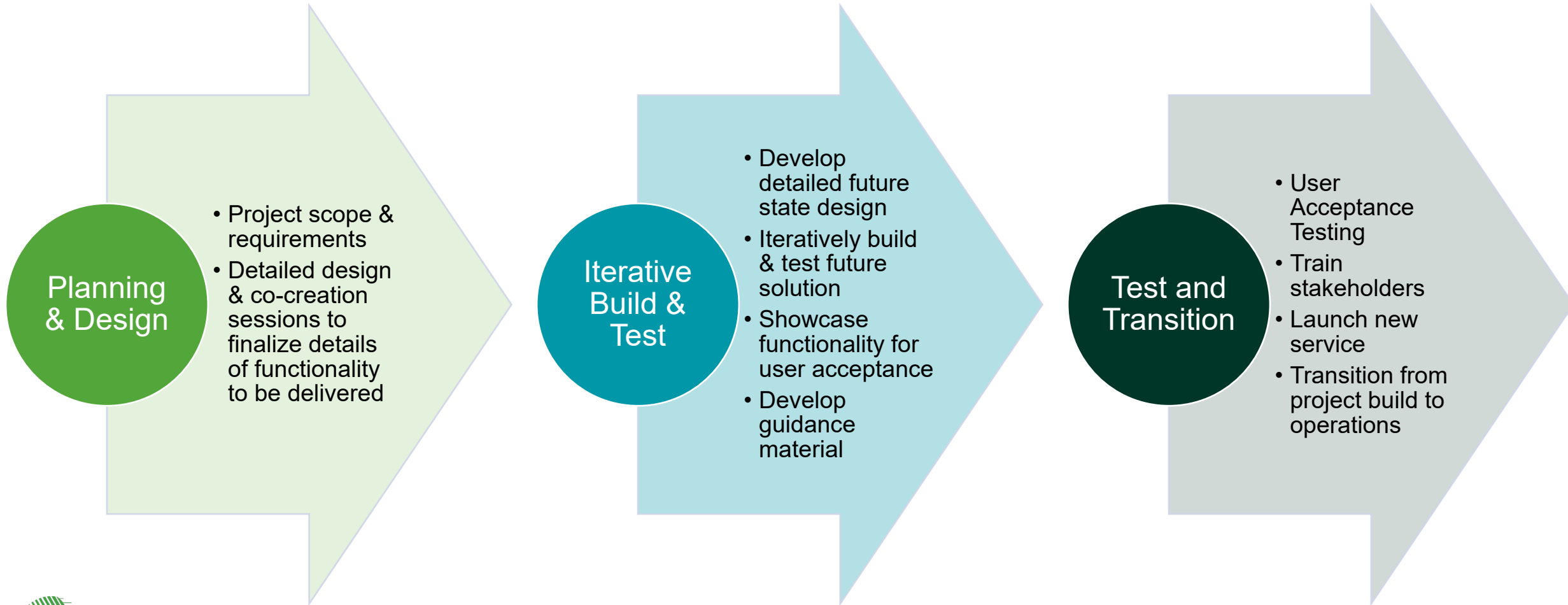
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Vyana Team

Name	Title/Project Role
Nathan Kuben	Chief Executive Officer
TJ Kuben	Chief Technology Officer

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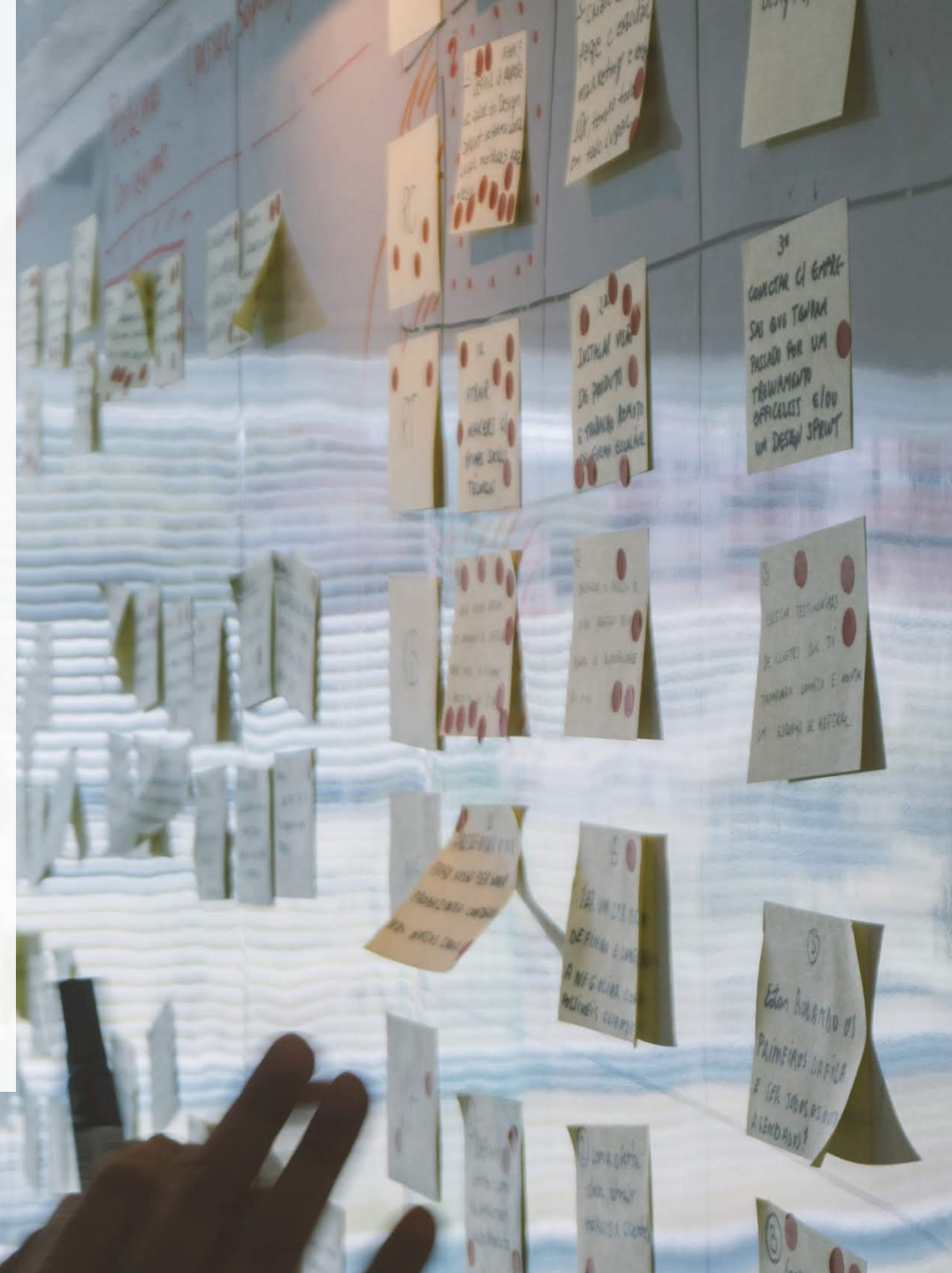
Project Approach for Each Phase



Establishing Design and Development Working Groups

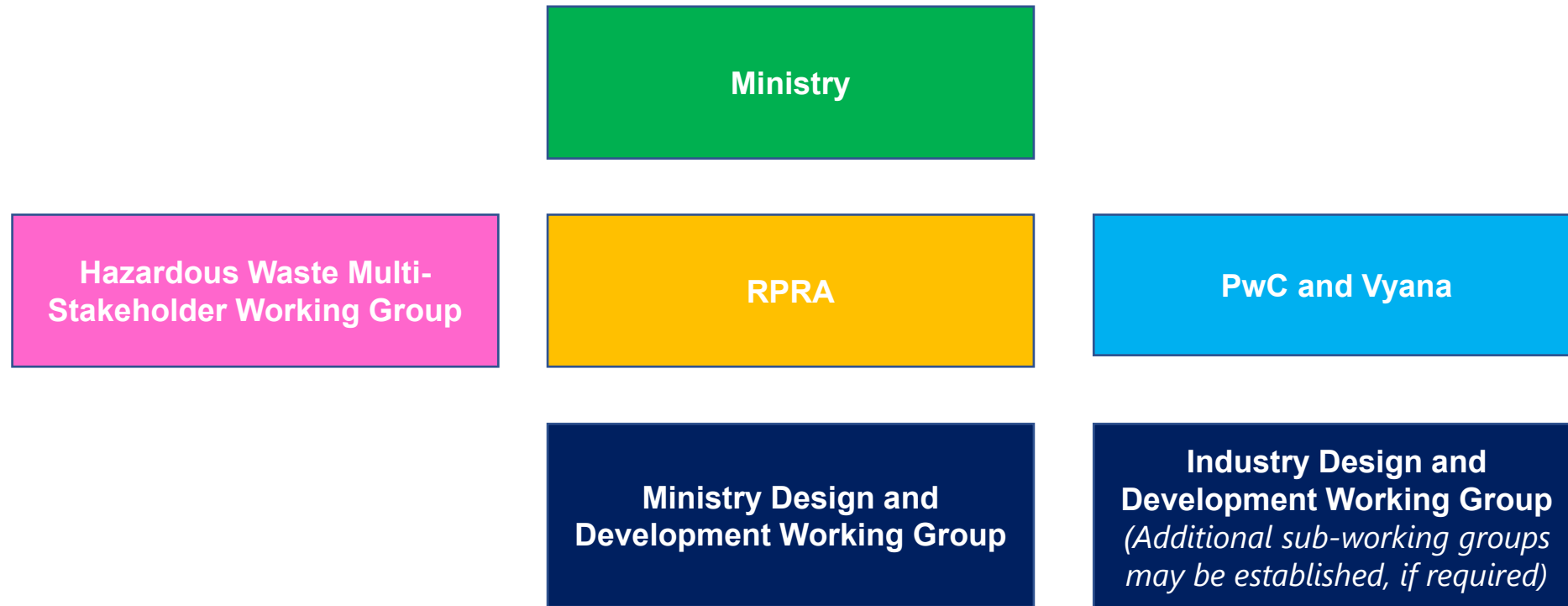


RPPRA Resource Productivity
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Working Groups

Design and Development Working Groups focus is on collaborating with RPRA and PwC-Vyana on building the Digital Reporting Service Project.



Design and Development Working Group Principles

- Stakeholder participation early and throughout project life-cycle
- Meaningful stakeholder engagement to lead to an end-product that meets the needs of the users
- Striking a balance between discovery and decision
- Positive and productive engagement sessions
- Stakeholder involvement to verify and validate key development milestones prior to implementation

Phase 1: Salesforce Registry – Communications Activities



Project progress and updates

Web, social media and monthly newsletter to keep all stakeholders up-to-date on:

- Project timeline and milestones
- Summary of working group progress
- Consultation and engagement opportunities



Training and Education

Development of customized training content to support Registry users in learning how to create an account and complete their registration with the Authority including:

- eLearning
- Instructor-led sessions
- Website content (e.g. FAQs, videos, reference guides)



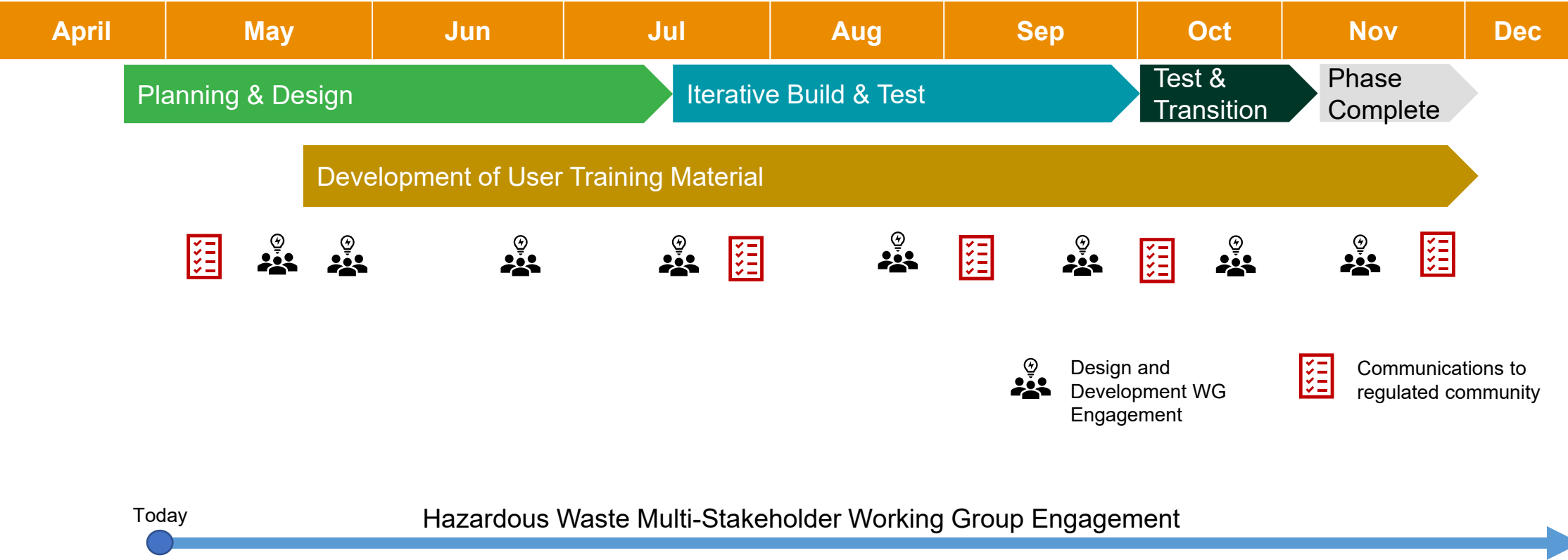
Information for Registry users

The Authority will communicate on its website and via email to current HWIN users to inform them of:

- Registry launch date and reporting timelines
- How to prepare for registration
- Additional guidance, clarification or FAQs to support Registry users



Phase 1: Salesforce Registry – Stakeholder Engagement Roadmap



***Requirements gathering for Phase 2: eManifesting Solution and mobile App to begin end of 2021**

Phase 1: Salesforce Registry – Development and Design WG

Next Steps

Project Phase	Activity	Targeted Timing	Estimated Time
Planning & Design	Polling for Design & Dev't WG 1 and WG 2 Sessions	End of April	NA
	Design & Dev't WG Session 1 and 2: Requirements Gathering	May	2-3 hours
	Design & Dev't WG Session 3: Confirming Requirements	Mid-June	2-3 hours
	Pre-development Showcase	Mid-July	2 hours
Iterative Build & Test	Development Showcases	Monthly	2 hours
	Development of User Training Material	TBD	TBD
Test and Transition	User Acceptance Testing	TBD	TBD
	Phase 1 Showcase	TBD	TBD

Contact Us

Do not hesitate to reach out for more information, if you have any questions or want to share ideas before and after sessions.

hwp@rpra.ca

