

Date: June 20, 2024	Time: 1:00pm – 2:30pm
IAC Co-Chairs: Carol Hochu, Jeffrey Steiner	IAC Secretary: Cameron Parrack
<p>Attendees:</p> <p><u>Industry Council Members:</u> Carol Hochu, Tire and Rubber Association of Canada Marjorie Dionne, Stanpro, representing ElectroFederation Canada Julie Kwiecinski, Canadian Federation of Independent Business Christina Marciano, Sussex Strategy Group representing Electronics Product Stewardship Canada Simon Kinsman, Canadian Consumer Specialty Products Association Michelle Saunders, Food, Health & Consumer Products of Canada Shane Buckingham, Canadian Beverage Association Yasmin Tarnohamed, Canadian Vehicle Manufacturers' Association Joseph Lasowski, Arlanxeo, representing Chemistry Industry Association of Canada</p> <p><u>RPRA Staff:</u> Noah Gitterman, Chief Executive Officer Wilson Lee, Chief of Programs and Public Affairs Lorella Hayes, Chief Financial and Administrative Officer Mary Cummins, Registrar Cameron Parrack, Director of Programs and Stakeholder Relations Stacey Bowman, Manager of Policy, Research, and Data Analytics Nandaraye Choi, Stakeholder Relations Advisor</p> <p><u>RPRA Board:</u> Jeffrey Steiner, SPAC Co-Chair, RPRA Board Robert Poirier, RPRA Board Chair Mary Shenstone, RPRA Board Vice-Chair</p> <p><u>MECP Representative:</u> Charles O'Hara, Resource Recovery Policy Branch John Fox, Resource Recovery Policy Branch</p>	
<p>Regrets: Sebastian Prins, Retail Council of Canada Paul Deegan, News Media Canada Gordon Cameron, Ontario Community Newspapers Association</p>	
<p>Recording Secretary: Nandaraye Choi, Stakeholder Relations Advisor</p>	

1. Welcome New RPRA CEO, New Co-Chair, Member Appointments, and Opening Remarks

- Welcome and opening remarks by the SPAC co-chairs, including welcoming Noah Gitterman as RPRA's new CEO and Jeffrey Steiner as the new IAC co-chair.

- RPRA staff also noted the appointment of the IAC members at the June 19, 2024 RPRA Board meeting, including the appointment of new IAC members, the Chemistry Industry Association of Canada (CIAC) and the Canadian Vehicle Manufacturers' Association (CVMA).

2. Follow up on IAC Engagement with RPRA Board in February

- RPRA staff presented an overview of issues raised by IAC members during the February 6, 2024 engagement with the RPRA Board and discussed RPRA's response to each issue.
- IAC member asked when industry can expect RPRA's registry fees to decline.
 - RPRA staff noted that we remain in a transition phase, but we are hoping to achieve greater predictability in fee setting as we receive more data and gain more forecasting experience.
 - The draft 2025-2027 business plan will reveal that RPRA's budget and forecasts for the business planning period are leveling off.
- IAC member shared concerns about the cost borne by producers to submit supply data verification reports as well as the short time between RPRA's posting of the recently updated *Hazardous and Special Products (HSP) Supply Data Verification Procedure* and the deadline to submit reports.
 - RPRA's Registrar noted that the supply data verification procedures were updated in 2024 to reduce burden by exempting smaller producers from having to complete the requirements. The exemption threshold was consulted on during the year before the procedure was updated.
 - RPRA Registrar noted that all producers continue to be subject to inspections.
 - RPRA's CEO noted that RPRA is working on identifying opportunities to reduce the administrative burden on producers while continuing to meet compliance obligations.
- IAC member shared similar concerns about the lack of reasonable lead time between RPRA's finalization of procedures and guidelines and the deadlines to comply. The IAC member noted that it takes time for businesses to understand the revised guidelines or procedures and to establish internal processes to ensure compliance and suggested that RPRA provide at least 90 days between finalizing and posting revisions and the compliance date.
 - RPRA's Registrar noted that the only change to the procedures for 2024 is to exempt smaller producers from the requirements. The procedures for larger producers remain the same year-over-year. RPRA has not received any complaints from producers directly about timing, but are willing to work with producers individually to help them comply.
- IAC member shared concerns about the size of RPRA's contingency reserve and the need to maintain the reserve at levels as low as possible to help reduce producer fees.
 - RPRA's CEO noted that although RPRA's operating agreement with the ministry allows for RPRA to maintain up to a 50% operating reserve, our 2024 budget and forecasts are targeting a 40% operating reserve at the end of 2026.
 - The IAC member acknowledged that an amendment to RPRA's operating agreement with the ministry would be required to create certainty that the operating reserve would not be able increase any further.

- IAC member noted that producers are facing escalating EPR-related costs in other Canadian jurisdictions, in addition to the cost to comply with the Ontario EPR framework and advocate that RPRA make efforts to reduce costs, where possible.
- IAC member inquired about the progress of establishing RPRA's Use of Administrative Penalties Policy.
 - RPRA staff shared that the feedback received during the consultation continues to be reviewed as we develop the draft policy for consideration of approval by the RPRA Board.
 - RPRA will communicate with stakeholders once the policy has been finalized.

3. 2025-2027 Business Plan - Proposed strategic goals and planned activities

- RPRA staff reviewed the business planning process and shared the proposed strategic goals, objectives, strategies and planned activities for the upcoming business planning period.
- IAC member asked if the proposed strategic goals were presented in order of importance.
 - RPRA staff noted that the goals are not listed in any particular order.
- IAC member requested that RPRA elaborate on how RPRA plans to improve their understanding of business needs.
 - RPRA staff shared that we are working on enhancing onboarding and training materials to include a greater focus on understanding EPR, the resource recovery marketplace and registrant businesses
 - RPRA staff will also be attending more site visits and conferences, along with inviting representatives from key stakeholder groups to present to RPRA's compliance team to help build our understanding of registrant businesses and organizations.
- IAC member suggested that RPRA focus on improving the clarity of our communications and guidance on reporting in the registry.

4. RPRA Performance Measures

• 2023 Performance Measures and Results

- RPRA staff reviewed the 2023 performance measures, targets and results.
- IAC member asked how RPRA defined "high priority" registrants
 - RPRA defines high priority registrants as registrants that represent the majority of overall tonnage supplied in each program.
 - IAC member suggested that RPRA report performance of "high priority" registrants separately from the rest of the registrants not categorized as "high priority"

• 2024 Performance Measures and Targets

- RPRA staff presented the proposed 2024 performance measures and targets and invited feedback from the council members.
- IAC member suggested adding performance measure based on the level of contingency reserve RPRA maintains.

- RPRA staff noted that we are not yet able to adopt such a performance measure, but offered to follow up with IAC member to better understand the stakeholder's concerns.
- IAC member suggested that RPRA adopt a performance measure related to bringing free riders into compliance.
 - RPRA staff explained that setting performance measures and targets related to specific enforcement actions can be a challenge, but RPRA aims to report as much information related to compliance and enforcement activities as possible.
- IAC member asked for more information about RPRA's service delivery standards, specifically about RPRA's target for registrant response times. The IAC member noted that being transparent about when a business can expect to receive a response from RPRA will help to alleviate registrant frustration.
 - RPRA's Registrar shared that RPRA is currently developing and tracking internal service delivery standards and will share with IAC members and the public once the standards have been and performance targets have been set.
 - IAC member encouraged RPRA to share and test the service delivery standards and performance targets being considered with stakeholders while they are in development.

5. 2023 RPRA Registrant Survey Results and RPRA Action Plan in response

- RPRA staff presented the results of the 2023 Annual Registrant survey and RPRA's planned activities to help address areas of service delivery that registrant's feedback indicated needed improvement.
- IAC members acknowledged that RPRA had recognized the need to improve upon the organization's clarity of communications and understanding of the needs of registrant businesses.
- IAC member asked for RPRA to explain what actions will be taken to help improve RPRA communications and increase the accessibility of information.
 - RPRA staff shared the following ongoing and planned activities:
 - Delivering plain language writing workshops for staff
 - Revising procedures and guidelines to improve clarity and accessibility of the documents.
 - UX/UI review of RPRA's website to improve navigability, searchability and accessibility of information, as well as identifying opportunities to use plain language.
 - Providing longer consultation periods, where possible

6. Closing and Next Steps

- RPRA staff shared that the next IAC meeting will focus on RPRA's resourcing plan including the budget and forecasts for the business planning period.
- The CEO and IAC co-chairs thanked the council members for their participation and feedback and closed the meeting.