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| Date: June 16, 2025 | Time: 9:30am – 11:00am |
| SPAC Co-Chairs: Jeffrey Steiner, Clayton Miller (Acting) | SPAC Secretary: Cameron Parrack |
| <p>Attendees:</p> <p><u>Service Provider Advisory Council Members:</u> James Ewles, E360 Solutions Charlotte Ueta, City of Toronto Clayton Miller, Quantum Lifecycle Partners Sophia Koukoulas, Waste to Resource Ontario Dave Gordon, Regional Public Works Commissioners of Ontario Adam Moffatt, Ontario Tire Dealers Association Dennis Bonney, Waste Management/Stericycle Katherine Alton, Municipality of Greenstone</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 Nathan Aranha, Manager, Portfolio Management and Strategic Initiatives Zoe Barlas, Policy Analyst Tristian Nathaniel, Stakeholder Relations Advisor</p> <p><u>RPRA Board:</u> Jeffrey Steiner, SPAC Co-Chair, RPRA Board Robert Poirier, RPRA Board Chair Ken Kawall, RPRA Board Vice-Chair</p> <p><u>MECP Staff:</u> John Fox, Resource Recovery Policy Branch Marc Peverini, Resource Recovery Policy Branch</p> | |
| <p>Regrets: Paulina Leung, Emterra Group Heidi Manitowabi, Ontario First Nations Technical Services Committee Nicole Willett, GFL Environmental Izzie Abrams, Waste Connections of Canada Josh Wiwcharyk, Loop Recycled Products</p> | |
| <p>Recording Secretary: Zoe Barlas, Policy Analyst; Tristan Nathaniel, Stakeholder Relations Advisor</p> | |

1. Welcome and opening remarks

- Welcome and opening remarks by the IAC Co-Chairs.
- RPRA's CEO provided introductory remarks, briefly reviewed key details from the council's previous engagement with the RPRA Board in March 2025, and reviewed the meeting agenda.

2. Follow up on SPAC engagement with RPRA Board

- RPRA staff reviewed feedback received from SPAC members during the recent engagement with the RPRA Board in March 2025 and provided responses to the feedback, including how RPRA has considered the feedback. Key discussion points included the impact of U.S. and Canadian tariffs, support for a competitive PRO marketplace, RPRA enforcement activities, and public reporting.
- RPRA's Registrar shared how RPRA is working to develop and automate risk-based compliance dashboards to increase operational efficiency and support compliance decision-making.
- A SPAC member requested that RPRA provide more clarity about RPRA's compliance decision making, specifically more detail about RPRA's recent settlement with non-compliant tire producers
 - RPRA staff noted that specific details about individual cases cannot be shared.
 - RPRA staff also encouraged SPAC members to identify opportunities for improvement and work with RPRA to better support registrants

3. 2024 Registrant Survey Results

- RPRA staff presented the results of the 2024 registrant survey, identified areas of focus, and the 2025 planned activities to address the feedback.
- RPRA staff highlighted year-over-year improvements in registrant perception of RPRA's reputation, delivery of consultations, satisfaction with compliance and registry interactions, and continued positive ratings in most areas from digital reporting service registrants.
- RPRA staff also highlighted areas for improvement identified by registrants including understanding business needs, clarity in communications, supporting registrants, fairness and responsiveness.

4. 2024 performance measures and results

- RPRA staff presented the results of RPRA's 2024 performance measures, targets and results.

5. 2025 performance measures and targets

- RPRA staff presented the performance measures and targets committed to in the 2025 Business Plan.

6. 2026-2028 Business Plan

- Proposed 2026 key planned activities
 - RPRA's CEO reviewed the business planning process, including opportunities for the council to provide advice and feedback.
 - RPRA staff reviewed the proposed 2026 planned activities, including how each aligns with RPRA's strategic goals.
- Proposed 2026 key performance indicators (KPIs)
 - RPRA staff reviewed potential 2026 key performance indicators and encouraged feedback on the new KPIs and other measures RPRA could consider adopting.
 - A SPAC member suggested that RPRA consider a new KPI to measure the total amount of obligated material managed in Ontario compared to outside the province.
 - RPRA staff noted that performance data by facility/site location is not collected, making it challenging to measure the suggested metric.
 - A SPAC member advocated for more publicly reported metrics related to assessing the health and performance of Ontario's resource recovery system and monitor emerging trends.

7. Current RPRA Consultations

- RPRA staff provided an update on all ongoing consultations as well as an update on the timing of consultations anticipated to launch later in 2025.

8. Auditor General of Ontario's performance audit

- RPRA's CEO provided a brief overview of the AGO's performance audit process
- A SPAC member asked if the AGO would share the recommendations of the performance audit with RPRA prior to publication.
- RPRA staff noted that a draft of the AGO's report is expected to be shared with RPRA.
- A SPAC member asked when the AGO's report will be made public.
 - RPRA staff noted that typically the AGO releases an annual report including recommendations resulting from performance audits near the end of each year.

9. Open Discussion

- A SPAC member emphasized that each obligated material category is unique in the way materials are supplied, used, disposed of and managed at end of life, which should be considered when the ministry is making policy and when RPRA is interpreting policy and conducting compliance and enforcement activities.

10. Closing and next steps

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