EPRA

ELECTRONIC PRODUCTS RECYCLING ASSOCIATION (EPRA)

ELECTRONICS REUSE AND REFURBISHING PROGRAM

- MAY 10, 2012 -

The Electronics Reuse and Refurbishing Program (ERRP) is designed to foster responsible environmental, safety and social management practices related to the reuse and refurbishing of electronics, providing donors with a level of assurance that products reused through an organization recognized under this program are handled in a responsible manner, thus facilitating the extended use of electronic products before their disposition into an end-of-life recycling program.

The ERRP aims to maximize the amount of materials available for reuse and further ensure that materials entering the reuse stream are utilized to the greatest extent possible, however, it is recognized that it is the right of the owner/donor of the electronic equipment to ultimately choose the end destination for this equipment.

The ERRP is governed by six key principles:

1. **Donor's choice** – The owner/donor of the electronic equipment has the right to choose what will be done with the equipment. The donor will designate if the equipment can be considered for reuse and refurbishing or if it will go directly to be recycled. The donor has the right to know that equipment and materials handled by an organization recognized under the ERRP are processed in an environmentally and socially responsible manner. The donor also has the right to request suitable evidence from the Reuse organization that all data from equipment destined for reuse or refurbishing is destroyed before going to a future use.

2. **Approved Organizations** – Reuse/Refurbishing organizations seeking to be recognized by the Stewardship Program will be audited and approved in accordance with the requirements of the Electronics Reuse and Refurbishing Standard (ERRS) prior to consideration.

3. **Destination of Equipment** – Equipment that has been selected for reuse or refurbishing through this Program will be sourced from and designated for use within the Province.

4. **Management of Designated Products** – Reuse/Refurbishing organizations will have adequate tracking systems in place to prevent crossover of material between other streams or supply sources within their operation.

5. **Non-useable Electronic Equipment and Materials** – Non-useable equipment and materials generated by the Reuse/Refurbishing organization will be responsibly recycled through a Recycler approved by the Stewardship Program.

6. **Recipient's Rights and Responsibility** – Those receiving material from an organization approved under the ERRP will be protected by the Reuse/Refurbishing organization's product warranty. When the equipment is no longer functional, it will be the recipient's responsibly to have it returned to the Stewardship Program for recycling.

The ERRP defines the minimum requirements for organizations performing reuse and/or refurbishing functions and seeking to be recognized by the Stewardship Program. The ERRP applies only to those organizations that seek recognition from the Stewardship Program for their reuse/refurbishing activities and does not replace existing networks of reuse including OEM programs or informal sharing amongst friends, family members, etc.

In the ERRP, the term 'reuse' applies to both reuse and refurbishing organizations, while 'refurbishing' applies only to those organizations that may disassemble and/or physically modify electronic equipment prior to reuse.

The ERRP is comprised of the following six parts:

Part A Electronics Reuse and Refurbishing Standard (ERRS):
Defines the minimum requirements for reuse organizations seeking to be recognized by the Stewardship Program. Reuse organizations shall demonstrate adequate management of electronic products and materials to ensure they are handled in compliance with the ERRS and applicable regulatory requirements.

Part B Implementation Guide:
Provides additional guidance and resources to Reuse organizations on the application of the ERRS, as well as examples of suitable evidence to demonstrate conformance with the ERRS.

Part C Assessment and Approval Process:
Defines the steps for Reuse organizations to attain recognition under the Electronics Reuse and Refurbishing Program.

Part D Audit Protocols:
Defines the process for classifying audit findings, and communicating audit results to the auditee and Stewardship Program.

Part E Terms and Definitions:
A glossary of key terminology.

Part F Forms and Associated documents
F1 - Application Form for Reuse/Refurbishing organizations
F2 - Audit Report Form

PART A
ELECTRONICS REUSE AND REFURBISHING STANDARD (ERRS)

1.0 General Requirements

Reuse organizations shall:

1.1. Maintain objective evidence that all program materials are sourced from within the Province.

1.2. Maintain objective evidence that all remarketed program materials and components are dispensed for final use within the Province.

1.3. Provide a means to communicate to donors on an ongoing basis specifications for acceptable materials.

1.4. Possess adequate workers' compensation coverage.

1.5. Possess Comprehensive or Commercial General Liability Insurance including coverage for bodily injury, property damage, complete operations and contractual liability with combined single limits of not less than $2,000,000 per occurrence, $2,000,000 general aggregate.

1.6. Not employ the use of child or prison labour.

2.0 Legal and Other Requirements

Reuse organizations shall operate in accordance with all applicable local, Provincial and Federal regulatory requirements, and shall:

2.1. Maintain a process to identify environmental, health, safety and other applicable requirements, and track any changes in requirements on an ongoing basis, as a result of changes in operations or the requirements.

2.2. Maintain a current summary of legal and other requirements and their applicability to the operations.

2.3. Possess all necessary permits to operate.

2.4. Maintain a documented procedure to notify the Stewardship Program within 5 days of receiving any fine, or regulatory order, or any other incident that requires the notification or dispatch of first responders.

3.0 Safety and Environmental Controls

Reuse organizations shall maintain a documented risk assessment process to identify and control any potential environmental, health or safety hazards associated with the organization's operations. At a minimum, the organization shall:

3.1. Define the responsibilities and qualifications for individuals conducting the risk assessment.

3.2. Record and track any potential physical, chemical and ergonomic hazards associated with the materials handled and tasks undertaken, as well as the overall operations, during both normal operating conditions and potential emergency situations.

3.3. Evaluate any potential environmental, health or safety risks identified through the assessment and develop a risk mitigation plan.

3.4.   Implement adequate controls for any potential high risk items to protect the environment and employee health and safety.

3.5.   Monitor the effectiveness of any implemented controls and adjust as required based on results.

3.6.   Maintain a schedule to conduct subsequent risk assessments at least on an annual basis, or more frequently if required as a result of any significant operational, environmental or regulatory changes.

3.7.   Maintain a list of products and waste materials that the organization is capable of processing, storing or otherwise handling in a safe and environmentally sound manner.

4.0   Electronics and Information Security

Reuse organizations shall develop and maintain an effective security program to protect all electronic products, components (e.g. disk drives, data cards), and user data contained on either, from theft, unauthorized access, or other unintended use. The program shall at a minimum:

4.1.   Define and provide a means to communicate to donors the organization's information security policy.

4.2.   Prevent unauthorized access to the premises and storage areas.

4.3.   Identify products that may contain user information and maintain a documented process to:

    4.3.1.   Notify donors prior to donation that the product may contain confidential user information;

    4.3.2.   Destroy any user data contained within donated equipment or other components such as data cards, including the removal of hard drive data using industry standard practices and software;

    4.3.3.   Remove any other sources of donor identification on donated equipment such as asset tags; and

    4.3.4.   Physically destroy the product or data containing component, where data destruction alone cannot be confirmed.

5.0   Process Management

Reuse organizations shall maintain documented procedures for handling, storing, transporting and/or disposing of all electronic products and components to ensure that:

5.1.   Electronic products, components and hazardous wastes are handled and stored in a secured, indoor environment.

5.2.   Electronics products and/or components are tested and inspected to ensure they are in working condition and functioning as designed and intended, prior to being remarketed.

5.3.   Redistributed items are adequately packaged to protect from damage during transport.

5.4.   End-of-life products and components are processed through a recycler approved by the Stewardship Program.

6.0 Refurbishing Operations

Refurbishing organizations shall maintain documented processes to:

6.1.   Identify and ensure that all parts, components and other materials (e.g. solder) used in the refurbishing processes are compatible with existing equipment and components.

6.2.   Ensure that all software and firmware installations are properly licensed and compatible with operating systems.

6.3.   Test and inspect refurbished product to verify it is operating and functioning in accordance with regulatory requirements and operating specifications to ensure proper operation and consumer safety.

7.0 Tracking and Reporting

Reuse organizations shall maintain adequate tracking and reporting systems to ensure that program materials are suitably identified and accurately reported. Further, the organization shall maintain records and report to the Stewardship Program as required, the following:

7.1.   Number of units received for each product category.

7.2.   Number of units reused by product category and the end-use destination (i.e. city/town).

7.3.   Number of units refurbished by product category and the end-use destination.

7.4.   Number of units or weight of components sold or donated and the end-use destination.

7.5.   Number of units or weight of material sent to a Program approved processor for recycling.

8.0 Warranty Requirements

Reuse organizations shall:

8.1.   Affix a label in a visible location on all used and refurbished equipment indicating the name and civic address of the reuse or refurbishing organization and directing the recipient to recycle the product through the Stewardship Program at its end-of-life.

8.2.   Provide a minimum 30 day warranty for the repair or replacement of all remarketed product and components, excluding consumable items such as batteries, toners, fusers, etc.

8.3.   Provide a means to communicate to the consumer the organization's warranty policy for used and refurbished products.

9.0 Training and Awareness

Reuse organizations shall provide adequate training on all job functions to ensure the protection of employees and the environment; quality of product reused and refurbished; and conformance of the operations to the requirements of the ERRS. The organization shall at a minimum:

9.1. Document the training needs for each position or operation.

9.2. Provide specific training and written instruction on the information security policy and practices to prevent the unauthorized loss of electronic products or information.

9.3. Provide specific training and written instruction for the proper handling, storage and disposal of end-of-life electronic equipment and materials.

9.4. Provide specific training and written instruction for responding to accidents, emergencies and environmental releases.

9.5. Maintain a record of all training completed.

10.0 Site Closure Plan

Reuse organizations shall prepare a documented site closure plan in the event of a sale, closure, abandonment, bankruptcy or other form of dissolution of the company that:

10.1. Stipulates how all electronic equipment will be managed in accordance with the ERRS and regulatory requirements.

10.2. Provides an assessment of financial requirements upon closure and a mechanism for ensuring the availability of such funds, such a security/performance bond or other similar financial instrument.

PART B
IMPLEMENTATION GUIDE

11.0 General Resources

11.1. Objective evidence that all program materials and components are sourced from within the Province, and subsequently remarketed within the Province may include invoices, receipts, contracts, bills of lading or other forms of transfer of ownership of the material.

11.2. Organizations shall communicate to donors the criteria for acceptable reuse or refurbishing equipment, taking into account changing specifications, based on acceptable technology, age and condition of the equipment, and any other factors that may limit the ability to reuse or refurbish the equipment.

11.3. The organization shall register and maintain good standing under the Provincial Workers' Safety / Compensation program.

11.4. The use of child and/or prison labour is prohibited for any functions associated with the reuse, refurbishing or end-of-life processing of electronic equipment.

12.0 Legal and Other Requirement Resources

12.1. In order to demonstrate compliance to regulatory requirements, the organization must maintain evidence that an assessment of regulatory requirements has been conducted, applicable regulatory requirements have been identified and adequate controls are in place to ensure compliance to the requirements.

12.2. To identify applicable regulatory requirements, organizations may employ the services of an individual or organization knowledgeable in local regulatory requirements to conduct a compliance audit / gap analysis. This process should identify the regulations applicable to the organization's operations, as well as the specific requirements within the regulations that the organization must demonstrate compliance to.

12.3. Subsequent to a formal regulatory audit / gap analysis, the organization may use a variety of available publications or services to identify new or modified regulatory requirements. When using such services, the organization must ensure that supplemental processes are in place to maintain access to other requirements such as municipal requirements and those of the Stewardship Program.

12.4. In the identification of regulatory requirements, consideration should be given to the following key areas:

    12.4.1. Privacy and protection of personal information

    12.4.2. Storage, handling and transportation of waste materials

    12.4.3. Hazardous waste regulations

    12.4.4. Transportation of dangerous goods regulations

12.5. Permits and other approvals to be considered for organizations processing or handling waste materials include:

    12.5.1. Business / operating permits

12.5.2.   Waste generator permits / registrations

12.5.3.   Waste handling permits / registrations

12.6.   The documented procedure to notify the Stewardship Program within 5 days of receiving any fine or regulatory order should include the means, timing, process and responsibility for notifying the program.

12.7.   'First responders' refers to any instance where police, fire or ambulance support is required at the site.

13.0 Safety and Environmental Control Resources

13.1.   A risk assessment is a systematic process to identify hazards and evaluate the potential risks associated with them. The risk assessment should consider physical, chemical and ergonomic hazards under both normal and abnormal conditions. When evaluating risks, the facility should consider the probability, potential severity and frequency of the hazard. The documented results of any risk assessments should be used to determine the appropriate level of control necessary to eliminate or effectively control the hazard. Examples of hazards include:

13.1.1.   Physical – equipment noise and vibration; sharp or rough surfaces of materials and tools

13.1.2.   Chemical – dust and fume from shredding or grinding; toxic substances such as lead and mercury

13.1.3.   Ergonomic – awkward work posture, heavy lifting, repetitive tasks, excessive force

13.2.   Individuals conducting the risk assessment and evaluating identified risks shall receive training in and be knowledgeable of hazard identification and evaluation practices;

13.3.   The adequacy of a hazard control is determined by its ability to effectively protect the environment and worker health and safety, using the highest rank of control feasible. Where required, multiple or redundant controls may be necessary to properly control a hazard. Hazard controls are categorized as follows, in descending order of preference;

13.3.1.   Primary control: engineering controls – eliminating hazards at the source;

13.3.2.   Secondary control: administrative controls – implementing safe work procedures and other training;

13.3.3.   Tertiary control: personal protective equipment – controls at the worker.

13.4.   Monitoring and evaluating the effectiveness of any implemented controls may be part of the organization's corrective and preventive action process and/or a planned part of regular workplace audits, inspections and other assessments.

13.5.   The risk assessment shall be conducted at a minimum on an annual basis and should cover all aspects of the organization's operations. Regardless of the planned schedule of the risk assessments, an assessment should take place as a result of any changes in the operations (i.e. implementation of a new process) or regulatory requirements (i.e. new waste handling or noise level requirements) that have not been previously assessed.

13.6. As a result of the risk assessment the organization should make a determination of the processes that it is able to undertake in a safe and responsible manner, and as a result, identify the acceptable products and waste materials that the organization is capable of handling.

14.0 Electronics and Information Security Resources

14.1. The organization's security program should be designed and implemented to protect the security of both whole electronic products that are donated to the organization as well as any information contained on or within these products and their associated accessories, i.e. disk drives, data cards, etc.

14.2. The organizations' information security policy should inform donors of products that may potentially contain user data and provide direction to:

14.2.1. Industry standard practices and software that the donor can use to destroy data; and

14.2.2. The organization's practices to confirm the destruction of data through drive wiping or product destruction.

14.3. At a minimum the Information Security policy should be communicated at the physical point of donation or product transfer.

14.4. The minimum acceptable standard for drive wiping should be US DOD 5220.00-M Standard.

14.5. Product may be destroyed through a variety of means such as shredding, crushing, shearing, or perforating the memory resident material.

15.0 Training Program Guidance

15.1. The organization should consider the results of the risk assessment, audits and other workplace inspections to assist in identifying the training needs for each position and/or operation.

15.2. The organization's training program should define the qualifications and training requirements by job function as well as the frequency for any subsequent refresher training courses.

15.3. The organization's training program should consider the need for a participant assessment or other evaluation tool to determine the effectiveness of the training and knowledge retention.

15.4. Training programs should cover at a minimum the following areas:

15.4.1. Health and safety

15.4.2. Environmental management

15.4.3. Emergency Response

15.4.4. Information security

15.4.5. Product quality

15.5. Training may be provided through various means such as classroom or online courses, written instruction and/or on-the-job direction, however, any on-the-job training should be supplemented with suitable

written procedures or work instructions.

15.6. Training records should indicate the names of employees and date the training was completed, as well as any evidence of the training evaluation or knowledge retention where applicable.

PART C
ASSESSMENT AND APPROVAL PROCESS

16.0 Eligibility

16.1. To be considered for recognition by the Stewardship Program, the reuse organization must be audited and approved by an independent third party auditor approved by the program, and must:

    16.1.1. Operate within the Province;

    16.1.2. Source materials from and distribute within the Province; and

    16.1.3. Continue to operate in accordance with the minimum requirements of the ERRS and all applicable regulatory requirements, and maintain documented evidence of such.

16.2. Organizations that perform any mechanical processing of material beyond manual dismantling for the purpose of refurbishing (i.e. material shredding), must meet requirements of the Stewardship Program's Electronics Recycling Standard.

17.0 Assessment Process

17.1. The ERRP Assessment Process consists of the following steps:

    17.1.1. Application submission;

    17.1.2. On-site Operational Audit;

    17.1.3. Submission of the Final Audit Report; and

    17.1.4. Stewardship Program Review and Recognition.

18.0 Application Submission

18.1. The Reuse organization is responsible for completing the ERRP Application Form and submitting to the Stewardship Program along with necessary documentation providing supporting evidence to the application.

18.2. The Stewardship Program will determine if the application is complete and required background evidence has been provided to initiate the On-site Operational Audit.

18.3. Applications considered complete will be assigned to an approved Auditor to begin the audit process; applicants that have not met the requirements will be notified that their application is incomplete and that further information is required prior to proceeding with an audit.

19.0 On-site Operational Audit

19.1. The assigned Auditor will conduct a site review and assess operational and procedural information against the criteria of the ERRS, taking in to account where applicable the direction provided by the Implementation Guide.

19.2. Based upon visual observations and the objective evidence provided by the Reuse organization, the Auditor prepare an assessment report detailing a summary of findings, and provide a list of any nonconformances identified.

19.3. All identified deficiencies must be addressed prior to recommending the Reuse organization for approval.

20.0 Submission of the Final Audit Report

20.1. Following the audit process, and submission and assessment of any corrective action plans, the auditor will compile a summary of audit information and prepare a final report to the Stewardship Program. The final report will include:

20.1.1. A listing of products accepted by the Reuse organization and their associated acceptance criteria;

20.1.2. A mapping of the downstream flow of waste or non-reusable materials;

20.1.3. The results of the On-site Operational Audit including any identified deficiencies and the actions taken to address them; and

20.1.4. A statement of conformance with the ERRS at the time of the assessment.

21.0 Stewardship Program Review and Approval

21.1. The Stewardship Program will review the Auditor's final report and recommendation, and may request the auditor follow-up on additional issues once the final report has been issued in order to make a final decision on the approval of the Reuse organization under the ERRP.

21.2. Once satisfied that all program requirements have been addressed, the Stewardship Program may provide approval for a term of up to three years, subject to reporting and any other surveillance requirements established by the Stewardship Program.

21.3. Any approval granted by the Stewardship Program is valid on the approved scope and processes only. The approved organization must submit a written request to the Stewardship Program and obtain approval prior to making any changes to the approved process. At the Stewardship Program's discretion, a full audit and re-approval of the organization may be required.

21.4. Failing to meet any of the requirements of the Stewardship Program or the ERRS will result in the revocation of the organization's approval.

22.0 Surveillance and Reporting

22.1. The Stewardship program requires regular reporting of the details outlined in Section 7.0 of the ERRS, Tracking and Reporting. Inability to accurately track or report information will result in the revocation of the organization's approval.

22.2. At its discretion, the Stewardship program may conduct interim reviews or assessments in order to

confirm that the Reuse organization continues to operate in accordance with the requirements of ERRP. Reviews or assessments may include but are not limited to, site reviews, document reviews, and/or record reviews.

23.0 Communication of Audit Results

23.1. All application and audit information will be shared with the management team of the Stewardship Program. Some application and audit information such as the results of the audits and any outstanding issues may also be communicated to the Board of Directors, however all information provided to the program that is not publically available, will be considered confidential and will not be shared outside of the Program, its management, or Directors.

23.2. The Auditor will report all audit results and observations to the Stewardship Program in writing on the approved Audit Report Form, and will provide a final copy of the report to the auditee.

24.0 ERRS Audit Objective

24.1. The objectives of the Electronics Reuse and Refurbishing Program audits are to:

24.1.1. Assess the conformance of the organization and its operations to the requirements of the Electronics Reuse and Refurbishing Standard (ERRS);

24.1.2. Evaluate the ability of the organization to identify and comply with regulatory requirements; and

24.1.3. Determine if the organization operates in accordance with its established programs and procedures.

24.2. The assessment will involve the review of objective evidence used to demonstrate conformance to the ERRS criteria. Objective evidence may include, but is not limited to policies, procedures, work instructions, shipping records, training records, permits, certificates, memos, employee interviews and general observations.

25.0 Classification of Audit Findings

25.1. Issues identified during the audit will be classified by the Auditor as one of the following:

25.1.1. Major nonconformance;

25.1.2. Minor nonconformance; or

25.1.3. Observation.

26.0 Major Nonconformance

26.1. Where it is identified by the Auditor that the organization's operations do not conform to an element of the ERRS or comply with a regulatory requirement, the issue will be classified as a major nonconformance.

26.2. Examples of a major nonconformance include:

26.2.1. Issues that pose an immediate risk to the environment or worker health or safety

26.2.2. Not implementing an element of the Standard

26.2.3. Regulatory noncompliance issues

26.2.4. Issues related to materials defined as hazardous under provincial regulations

26.2.5. Issues that the organization appears unresponsive to resolve, including the escalation of minor issues that have not been adequately addressed with the specified time frame.

27.0 Minor Nonconformance

27.1. Where the auditor identifies an isolated issue that does not conform to the organization's established programs or procedures, but does not represent an immediate threat to the environment or worker health or safety.

27.2.   Examples of a minor nonconformance include not operating in accordance with an approved procedure.

28.0 Observations

28.1.   Where the Auditor identifies an item that does not pose a threat the environment or worker safety, nor is it in contravention of any element of the ERRS, but it does represent an opportunity for improvement, the item will be classified as an observation.

28.2.   Typically observations will be used to note general comments on the facility or to outline suggested improvements, including items such as housekeeping issues.

29.0 Corrective Action Plans

29.1.   An action plan to address any major nonconformances must be submitted to the auditor within 15 days of the auditor issuing the final audit report.

29.1.1.   All major nonconformances must be satisfactorily addressed to prevent reoccurrence prior to any further consideration by the program.

29.1.2.   Inability of the organization to provide a satisfactory resolution to a major nonconformance within 60 days of being issued will result in the closure of the audit, with the final audit status indicated as unapproved and any further consideration of the applicant must be addressed under a new application.

29.2.   An action plan to address any minor nonconformances must be submitted to the auditor within 15 days of the auditor issuing the final audit report.

29.2.1.   Minor nonconformances must be satisfactorily addressed to prevent reoccurrence prior to any further consideration by the program.

29.2.2.   Inability of the organization to provide a satisfactory response to a minor nonconformance within 30 days will result in the escalation of the issue to a major nonconformance. An additional 30 days will be provided to resolve an escalated issue, after which, if the issue has not been satisfactorily resolved, the final audit report will be issued, with the final audit status indicated as unapproved, and any further consideration of the applicant must be addressed under a new application.

29.3.   Audit observations do not require formal follow up action plans to the Auditor however these observations will be re-evaluated during the re-verification audit or any other subsequent program assessments to ensure that they do not become nonconformances.

PART E
TERMS AND DEFINITIONS

Data Destruction – The process of clearing and preventing any coping or other reproduction of all remnants of data from memory devices to ensure that the data is no longer accessible in whole or part.

Electronics Reuse and Refurbishing Program (ERRP) – Six part publication that defines the Stewardship Program's requirements and approach to recognizing Reuse/Refurbishing organizations to ensure that reused and refurbished electronics are handled in an environmentally sound and socially acceptable manner.

Electronics Reuse and Refurbishing Standard (ERRS) – Part A of the *Electronics Reuse and Refurbishing Program* that defines the minimum requirements for Reuse/Refurbishing organizations seeking to be recognized by the Stewardship Program.

ERRS Auditor – An individual trained and certified through an authoritative body to be an environmental auditor, and possesses a strong understanding of the *ISO 19 011 Standard*, the regulatory requirements in the jurisdiction of the Reuse/Refurbishing organization, the *Electronics Reuse and Refurbishing Standard*, and the *Implementation Guide*.

End-of-life Electronics (EOLE) – Unwanted or discarded electronic equipment designated for recycling.

Implementation Guide – Part B of the *Electronics Reuse and Refurbishing Program* that provides additional guidance and resources to Reuse/Refurbishing organizations on the application of the ERRS, as well as examples of suitable evidence that demonstrates conformance with the ERRS.

Reuse – The provision of functioning electronics to another user for its intended purpose, without hardware repair or modifications. The reuse activities are limited to non-intrusive operation verification; cleaning; replacement of consumable items such as batteries, toners, fusers, etc.; data and other information clearing; and software installation.

Refurbishing – Any disassembly of electronics for the purpose of internal testing or troubleshooting; or replacement or repair of non-functioning or obsolete parts, not including consumable items such as batteries, toners, fusers, etc.

Recycling – The recovery of materials from end-of-life electronics for use in manufacturing new products.

PART F
FORMS AND ASSOCIATED DOCUMENTS

APPLICATION FORM FOR REUSE/REFURBISHING ORGANIZATIONS

Name of Reuse Organization:			
Address:		Contact Name:	
City:		Phone:	
Postal Code:		Email:	

Description of Operations:		
Check the statement that best applies to your operations:	☐	Provide functioning electronics to another user for its intended purpose, without hardware repair or modifications. Activities are limited to non intrusive operation verification; cleaning; replacement of consumable items such as batteries, toners, fusers, etc.; data and other information clearing; and software installation.
	☐	In addition to the above, disassemble electronics for the purpose of internal testing or troubleshooting; or replacement or repair of non-functioning or obsolete parts, not including consumable items such as batteries, toners, fusers, etc.

Number of Employees:		Years in Operation:	
Approximate % of Material Sourced from each Sector:		ICI - ___%	Residential - ___%

Indicate all products that are currently accepted and their associated acceptance criteria:	
Acceptable Products	**Criteria for Acceptance**
☐ Desktop Computers	
☐ Notebook Computers	
☐ LCD Displays	
☐ Plasma Displays	
☐ CRT Displays	
☐ Projection Displays	
☐ Printers	
☐ Portable Audio/Video Equipment	
☐ Home Audio/Video Equipment	
☐ Speakers	
☐ Vehicle Audio & Video Systems	
☐ Non-cellular Telephones and Answering Machines	
☐ Other products/materials	

Indicate all applicable permits, approvals, certificates and insurance held by the organization and any details of coverage. Attach a copy of each.	
Permit/Insurance/Certificate:	**Certificate/registration number or other details of coverage**
☐ Regulatory permits (waste generator / disposal)	
☐ Insurance coverage	
☐ Worker compensation coverage	
☐ ISO 9001/14001 certification	

Has your organization received any fines or regulatory orders received within the last 5 years, or had any other incident that required the notification or dispatch of first responders?	☐ Yes	☐ No
If yes, describe:		

	Policies and Procedures - Attach a copy of the following:
☐	Procedure for identifying regulatory requirements
☐	Summary of legal requirements and their applicability
☐	Risk assessment process
☐	Policies and procedures for safeguarding the environment and worker health & safety
☐	Information security policy
☐	Procedure to destroy user data on donated equipment
☐	Procedure to ensure parts, components and materials are compatible with refurbished product
☐	Procedure for tracking and reporting program materials
☐	Product warranty policy
☐	Summary of training requirements
☐	Site closure plan
☐	Evidence of a security/performance bond or similar financial instrument in the event of a site closure
☐	Policy regarding the prevention of the export of program materials or components

Downstream Flow of End-of-Life Products and Components	
List all products and components that that may be generated through the operations and are not suitable for reuse/refurbishing and are sent for other management or disposal:	Indicate the downstream processor for each item:

	Confirmation of data and sign-off		
☐	Check to confirm that all data provided in the application and associated documents is current and valid for your organization at the time of submission of the application.		
☐	Check to confirm that your organization will source all program materials from, and distribute for use within the province.		
☐	Check to confirm that your facility currently operates, and will continue to operate, in compliance with all applicable regulatory requirements and the requirements of the ERRP.		
Application Submitted by:		Date:	

REUSE/REFURBISHING AUDIT REPORT FORM

Name of Reuse Organization:	

Address:		Contact Name:	
City:		Phone:	
Postal Code:		Email:	

The objectives of this audit were to:
- *Assess the conformance of the organization and its operations to the requirements of the Electronics Reuse and Refurbishing Standard (ERRS);*
- *Evaluate the ability of the organization to identify and comply with regulatory requirements; and*
- *Determine if the organization operates in accordance with its established programs and procedures.*

Audit Date: _____   Auditor: _____

Audit Number: _____

TYPE OF AUDIT	PREVIOUS AUDIT DATES
☐ On Site	
☐ On Site Follow Up	

Standard Audited To: ☐ ERRS – Electronics Reuse and Refurbishing Program – March 1, 2010

OPERATION TYPE	
☐ Reuse:	The organization provides functioning electronics to another user for its intended purpose, without hardware repair or modifications. Activities are limited to non intrusive operation verification; cleaning; replacement of consumable items such as batteries, toners, fusers, etc.; data and other information clearing; and software installation.
☐ Reuse and Refurbishing:	In addition to the above, the organization disassembles electronics for the purpose of internal testing or troubleshooting; or replacement or repair of non-functioning or obsolete parts, not including consumable items such as batteries, toners, fusers, etc.

SCOPE OF THE AUDIT

Has there been a change in audit scope during or as a result of this audit?   ☐ Yes   ☐ No

If yes, explain:

PRODUCTS ACCEPTED BY THE ORGANIZATION	CRITERIA FOR ACCEPTANCE
☐ Desktop Computers	
☐ Notebook Computers	
☐ LCD Displays	
☐ Plasma Displays	
☐ CRT Displays	
☐ Projection Displays	
☐ Printers	
☐ Portable Audio/Video Equipment	
☐ Home Audio/Video Equipment	
☐ Speakers	
☐ Vehicle Audio & Video Systems	

☐	Non-cellular Telephones and Answering Machines	
☐	Other products/materials	

DOWNSTREAM FLOW OF END-OF-LIFE PRODUCTS AND COMPONENTS

Indicate all end-of-life products and components that are generated through the operations	Downstream processor for end-of-life materials
☐ Desktop Computers	
☐ Notebook Computers	
☐ LCD Displays	
☐ Plasma Displays	
☐ CRT Displays	
☐ Projection Displays	
☐ Printers	
☐ Portable Audio/Video Equipment	
☐ Home Audio/Video Equipment	
☐ Speakers	
☐ Vehicle Audio & Video Systems	
☐ Non-cellular Telephones and Answering Machines	
☐ Other products/materials	
☐ LCD Panels	
☐ Plasma Panels	
☐ Circuit Boards	
☐ Wires and Cables	
☐ Rechargeable Batteries	
☐ Non-rechargeable Batteries	
☐ Toner and Inks	
☐ Metals	
☐ Wood	
☐ Glass (non-leaded)	
☐ Plastics	

Is there evidence of further processing or handling of materials beyond those listed above?   ☐ Yes   ☐ No

If yes, explain:

AUDIT ASSESSMENT CRITERIA AND SCORING

	Factor	Assessment	Score
1	Level of Processing	Choose an item.	
2	Years in Operation	Choose an item.	
3	Regulatory Compliance	Choose an item.	
4	ERRS Conformance	Choose an item.	
5	End Product Market	Choose an item.	
6	Previous On Site Audit	Choose an item.	
		TOTAL SCORE =	

AUDIT OBSERVATIONS

Indicate the audit process, significant audit trails followed and examples of evidence reviewed.

NONCONFORMANCES

All nonconformances shall be addressed through the organization's corrective action process and any evidence of actions (corrective and preventive) undertaken to address the nonconformance shall be forwarded to the auditor for review within the allotted time period.

Nonconformance **#** of **##**	☐ Major nonconformance	☐ Minor nonconformance

Details of Nonconformance: ERRS Reference:

Follow Up Actions:
[Date – Details]

☐ *Nonconformance satisfactorily closed on [**Date**]*

Nonconformance **#** of **##**	☐ Major nonconformance	☐ Minor nonconformance

Details of Nonconformance: ERRS Reference:

Follow Up Actions:
[Date – Details]

☐ *Nonconformance satisfactorily closed on [**Date**]*

AUDIT CONCLUSION

Based on the information assessed, the organization has provided satisfactory objective evidence to demonstrate that it:

Operates in conformance and possesses the ability to continue operating in conformance to the ERRS.	☐ Yes	☐ No
Maintains the ability to identify and comply with regulatory requirements on an ongoing basis.	☐ Yes	☐ No
Operates in accordance with its established environmental, health and safety programs and procedures.	☐ Yes	☐ No

As a result,

☐	**Verification to the ERRS is withheld until satisfactory evidence of closure is provided to the auditor for the identified nonconformances.**
☐	**The facility is recommended for approval to the ERRS with no outstanding nonconformances.**