

**MHSW Program Vendor Standards
Questions and Answers from Webcast on December 8, 2009**

Question category	Question	Answer
MHSW Program Vendor Standards – General		
Vendor Standard Scope and Timelines	What products and timelines are we talking about?	<p>Stewardship Ontario is revising vendor standards that are currently in effect under the MHSW Phase 1 program. As part of this, we are also developing standards for the additional materials included in the consolidated phase of the MHSW Program, which comes into effect on July 1st 2010. The lists of materials included in the Phase 1 program and the consolidated phase are available at www.stewardshipontario.ca/mhsw/materials/materials.html.</p> <p>The new Vendor Standards are expected to be released in March 2010. Elements of the Vendor Standards that apply to Phase 1 materials will come into effect immediately while the portions that apply to additional materials in the consolidated phase come into effect on July 1st 2010.</p>
Collection Standard – Waste Packing Protocols	If we collect paint, do we need to separate oil based paints from water based paint?	The draft collection vendor standard will soon be revised to allow all collection sites to comingle paints and coatings. The current draft collection vendor standard requires Type A sites that accept all waste to separate water based and oil based paints types while Type B sites, that accept limited wastes can pack the two paint types together.
	Under the draft vendor standard, end cut preservative (which is registered under the Pest Control Products Act) goes in 212-Liquid. Why would this material not go in the pesticides lab pack?	While registered as a pesticide, end cut preservative is disposed via fuel blending because it is primarily solvent. Packing this waste as 212-Liquid provides for disposal at a more economical rate.
	Tremclad has a low flash point which designates it as a flammable. Can it be mixed with water based paints and would it be subject to the Transportation of Dangerous Goods Act (TDGA)?	Collection sites are not to mix or process any materials, thus Tremclad cannot be mixed with water based paint. Stewardship Ontario expects transporters approved under the program to be knowledgeable about TDGA requirements. Low flash point wastes are subject to TDGA.
	What regulation in the Transportation of Dangerous Goods Act (TDGA) clarifies that mixed paint can be transported together?	There is no regulation under the TDGA that prohibits packing latex and alkyd paints together. The resulting container would be labeled as alkyd paint.
	Do collection sites have to separate lead (SSLA)/NiCad/alkaline/lithium/ batteries?	The current waste packing protocols require each of these types of batteries to be packed separately. This is not expected to change.
	Our mobile program packs 212, 213, 221 and 263 materials into 263 lab packs. Will we be expected to separate these into individual labpacks?	Yes. Stewardship Ontario will need you to separate these materials to be able to track and assign costs accordingly.
	Once punctured, the resin in foam insulation containers solidifies and becomes an inert non-hazardous solid (approved for home use). Why does this need to go to a secure landfill?	Stewardship Ontario welcomes additional information on how this waste type is currently being managed and why the collection standard should be modified accordingly. We invite collection site operators that manage these materials to forward details to mts@stewardshipontario.ca .
	We understand that the collection site and the public are responsible for taping the ends of certain types of batteries to prevent "sparks" and a potential fire. If the batteries are not taped and a fire breaks out in transit, who is responsible for the damages?	The transporter is responsible to understand the program requirements and risks. Accordingly, the transporter is required to carry appropriate levels of insurance as the transporter is responsible for the waste during transit.

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Collection Standard – separation of wastes received	If our municipality holds a hazardous waste day for the public, are we required to separate the hazardous waste at the time of collection?	Yes, waste would need to be separated and packed according to the Draft Proposed Collection Vendor Standard.
Collection Standard - insurance	Our city lists Stewardship Ontario as an additional insured by our MHSW Service Provider. Do we need to provide Stewardship Ontario with additional insurance coverage for the Depot itself that is owned and operated by City staff?	Yes.
Collection Standard – broken items	How would broken lamps be packed?	Instructions on handling broken lamps will be included as part of the next edition of vendor standards. We welcome information about best practices for handling broken lamps.
Collection Standard - sharps	Members of the public bring in sharps in hard plastic containers that are not dedicated for that purpose. Will Stewardship Ontario supply dedicated containers that are large enough to handle the residential containers?	Stewardship Ontario provides support for collection activities – including containers; the Draft Proposed Vendor Standard for Collection specifies that the yellow container with the bio-hazard symbol is the container to be used. However, we seek information about how collection sites are currently receiving and packing these materials.
Collection Standard – collection containers	Will you provide totes for the collection of empty containers?	Yes, Stewardship Ontario supplies collection site operators with containers via its transportation service providers.
	Are the companies that pick up our waste oils, paints and batteries generated in house required to supply the storage containers that we need to hold them until pickup.	Oil is not a designated material under the MHSW Program. Paint and battery containers are provided to approved collection sites. Stewardship Ontario will follow-up directly with you to clarify your specific situation.
	Will Stewardship Ontario supply totes for waste oil filters?	Yes. Stewardship Ontario supplies collection site operators with containers via its transportation service providers.
Collection Standard and Consolidated Phase – coverage of costs	If we send a load of paints or bulk fuels and our service provider determines that the load has greater than 50 ppm PCBs, is the PCB disposal covered by Stewardship Ontario under the consolidated program or will PCB disposal remain as the responsibility of the collector?	<p>The Draft Proposed Collection Standard will be amended to require suspected PCB fuels and paints to be separated and not bulked.</p> <p>Moreover, all bulked fuels will require a “Clor N Oil” test for the possible presence of PCBs. Although the cost and responsibility for managing the bulked fuel will be the responsibility of Stewardship Ontario, the purpose of testing the fuel at the collection site will be to prevent it from being mixed with fuel collected at other sites so that proper measures can be taken with the potentially contaminated fuel.</p> <p>The disposal of PCB-contaminated paint is the responsibility of Stewardship Ontario.</p>
Collection Standard – obligation to provide notice of fines or regulatory orders	Section 1.7 of the Draft Proposed Collection Standards states that collection site operators must provide notice of any fines or regulatory orders. It does not stipulate to whom this notice should be provided.	The notice should be provided to Stewardship Ontario.
Collection Standard – Waste Identification in Appendix A	How are collection sites going to determine which products are Irritants with a Ph of 2.6 to 7 or 7.1 to 12? How will they be able to tell the difference? Are they going to open up & test each container?	<p>Irritants are identified by the words “caution” and “irritant” on the product label. Corrosives are identified by the bony hand symbol.</p> <p>This program does not require collection site operators to open and test each waste. Stewardship Ontario would appreciate feedback as to whether the sorting and packing protocols in the Draft Collection Standard are reasonable and realistic.</p>
Collection Standard – packing material	Will the packing vermiculite be supplied and/or paid for by Stewardship Ontario?	Yes, and its use is specified in the Draft Collection Vendor Standard.

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Collection Standard – site logistics and C of A changes	Sorting on-site will require many more lab packs and amendments to our Certificate of Approval (C of A). (We) do not collect all listed waste classes.	One option would be to work toward the use of standardized C of A that would incorporate all waste classes in the Vendor Standards. We understand that many sites might require amendments to existing C of As and recognize this is the responsibility of each collection site. Collection sites will have to be assessed individually on their ability to comply with the Collection Standard. Approval of each collection site is based on the services that are provided (rather than on what cannot be provided).
Collection Standard, Transportation Standard – cost coverage	Who will pay for the cost to amend a Certificate of Approval (C of A)?	The company/organization that would like to work with Stewardship Ontario is responsible for costs to amend its C of A.
Collection Standard – empty containers	We do not see windshield washer containers in the Appendix. Why is this not included?	Empty windshield washer antifreeze containers will be addressed in the Waste Packing Protocols in the next draft of the Collection Standard.
Collection Standard – empty containers	1- Please confirm that the transportation and processing of "windshield washer fluid containers" are eligible in the program as of July 1st 2010?	1 - Confirmed
	2- Will the "windshield washer fluid containers" program require a "bid" process similar to the "contaminated oil containers" program?	2 - Oil containers are not processed through a bid process. The program provides a financial incentive to ensure proper management of the containers. Stewardship Ontario has not yet determined whether it will offer an incentive for the transportation and/or processing of windshield washer containers.
	3- What is the amount of subsidy provided by Stewardship Ontario for "windshield washer fluid containers"?	3 –Stewardship Ontario has not yet decided whether the collection of windshield washer fluid containers will be supported by an incentive system similar to oil containers, antifreeze and oil filters.
	4- What are the payment methods?	4 - Payment methods will be outlined in contracts with collection partners.
Transportation standard - Insurance	Why is the insurance standard only \$2M?	This figure has been assessed as adequate for the Program's needs, but if you think it should be different, please provide comments and rationale.
Transportation Standard – insurance	\$2M seems low when the cost of remedial activities for clean up after a major event is considered.	Please follow up directly with Stewardship Ontario with your recommendation for an appropriate insurance level.
Transportation Standard – material testing	How can you test antifreeze when people bring it to a mobile MHSW event/site?	A refractometer can be used to test antifreeze at the sites.
Transportation Standard – material specific standards	Will material-specific transportation standards be available for wastes other than antifreeze and sharps?	As the MHSW Program matures, the vendor standards will evolve as well. Please let us know of additional material-specific transportation standards that should be considered.
Transportation Standard	Does the transporter hold inventory of various Stewardship Ontario approved containers to pick up various material?	Yes
	The draft Transportation Standards state that terms and conditions are specific to each transporter. Shouldn't these be standard or specific to waste streams transported?	Terms and conditions are the initial point of the contract between a given transporter and Stewardship Ontario and as such, these are standard. The contract reached between Stewardship Ontario and the transporter will be specific.
Transportation and Processing Standards – Land Disposal Regulations (LDR)	How will the new MOE LDR affect the carriers and receivers? Who will supply the associated copy "2B"?	Transfer (consolidation) sites and processors may be affected, depending on the type of waste. Generators, if subject to LDR, supply copy 2B.

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Transportation Standard – multiple wastes	Can we choose to simply transport tires or oil filters or both?	Used tires are managed under the Ontario Tire Stewardship Program and thus, Stewardship Ontario cannot speak to this question. However, Stewardship Ontario would like to work with any organization that would be interested in consolidating transport loads to achieve transportation efficiencies, as long as the consolidation is achieved according to Stewardship Ontario Transportation Standards.
Transportation Standard and Canadian Transport Emergency Centre of the Department of Transport (CANUTEC)	Is Stewardship Ontario exempt from the CANUTEC? Does Stewardship Ontario have, or will it have a permit from CANUTEC or is that the responsibility of the contractor? How does this apply to contractors working for Stewardship Ontario and the MHSW program?	Each transporter must have an emergency response plan that may or may not include CANUTEC. While it is not required at this time, it is desirable.
Transportation Standard and Processing Standard	Are processors that are approved by Stewardship Ontario obligated to receive material from transporters? If not, this may prove difficult for transporters to find a processor in their local area.	Processors receiving MHSW under the incentive model are not obligated to receive material from transporters at this time. Processors that are under contract are obligated to receive MHSW from assigned transporters.
Processing Standard - paint	Will an approved processor be able to specify ONLY latex OR alkyd or will they have to accept both for processing?	Technically yes, but there is concern about the viability of this approach as it would require some handling to separate the two types of paint.
Processing Standard – material specific	Some organic peroxides can be dissolved in solvents and included in fuel blending. How rigid are these processing standards?	This is a draft proposed standard. If you are aware of a method that differs from this draft, please let us know. Stewardship Ontario will consider it when drafting the second version of the Vendor Standards.
Reuse Standard	After these standards are complete, will we be able to advertise that on our household hazardous waste day, consumers can take home products dropped off for re-use?	Yes, Stewardship Ontario will draft a Reuse Standard. Sites will be required to operate under specific program parameters, and to document who is receiving reusable items and what the items are. Note that this will be item-specific and only certain wastes will be included in the Reuse Standard.
Reuse Standard	Does Stewardship Ontario offer a standard re-use waiver?	We will provide samples from existing reuse programs in the next version of the standards
Reuse Standard	Will the Municipalities and Collectors be compensated for "re-used" materials taken home by consumers?	Yes, subject to meeting the criteria in the Reuse Standard. This will be addressed in the next version of the Standards.
All Standards - audits	Is there an audit staff in place to manage the various audit activities? If so, where are they trained and do/will they report directly to Stewardship Ontario?	This is being reviewed and will be addressed in 2010.
Consolidated Phase of MHSW Program - General		
Consolidated Phase-timing	Our depots open as early as May 15, 2010 and we will be doing an education mail-out earlier in the spring to incorporate the consolidated list of acceptable items. Can we start collecting the consolidated MHSW list on May 15 or do we have to wait until July 1, 2010? No pick-up of the consolidated list would be undertaken before July 1, 2010.	<p>Before July 1, only post-collection of Phase 1 material will be covered under the Program. Stock-piling the additional consolidated phase materials before July 1 is not recommended. Instead, we recommend that you proceed with 'business as usual' as sites must comply with their current Certificates of Approval that may require that waste be removed every 90 days. Before July 1, 2010, operation under Phase 1 of the MHSW Program does not include compensation for collection costs.</p> <p>If your program includes all MHSW, promote this. After July 1, Stewardship Ontario will provide support for some P&E-related activities for the entire range of materials. If you want to participate in the consolidated phase, let us know via the REOI, and we'll be contact you to update your information.</p>

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Consolidated Phase - timing	When do you plan on performing at 'full phase'?	The consolidated phase of the MHSW Program begins on July 1, 2010.
Consolidated Phase – timing - collection sites	When will Stewardship Ontario staff start visiting collectors to set up the revised agreement as per the consolidated phase of the MHSW program?	This has already started – we have been already discussing municipal intent to work with Stewardship Ontario under Consolidated Phase. Please respond to the REOI so that we can follow up with you.
Consolidated Phase – Collection Sites – service provider selection	If Stewardship Ontario awards collection to a private sector service provider because they are cheaper than a municipality (which may put the city out of business) how will the public be educated on the potentially moving drop-off locations contract by contract?	This is a system design issue – there will be changes in the program year over year. Stewardship Ontario is responsible to educate the public about these changes. Stewardship Ontario is entering the realm of creating accessibility that is appropriate to each community. Public education is a core responsibility of Stewardship Ontario under the MHSW program and we hope to continue to work with municipalities on this.
Consolidated Phase – service providers – training	Will Stewardship Ontario coordinate training for municipal service providers?	Training needs will be addressed in 2010. Currently guidance is provided to municipalities on Phase 1 issues.
Consolidated phase – Collection Sites - containers	What type of containers will you supply for the collection of fluorescent tubes? Batteries?	For batteries: this depends on the collection location: could be a small cardboard box, UN-approved pails or drums – this depends on the volume received at the collection site;
		For fluorescent tubes: cardboard box; for compact fluorescents (CFLs) – lab packs (various sizes).
Consolidated phase – coverage of costs	Will Stewardship Ontario pay rent for the use of municipal infrastructure (e.g. to cover property tax or other)?	Stewardship Ontario will work with municipalities to establish mutually beneficial contracts. Our strategy is to meet the accessibility targets to provide service to all Ontarians at an economical rate.
Consolidated phase – coverage of costs	Will Stewardship Ontario pay municipalities for the use of forklifts to load transportation vehicles?	The system management and the contract will be all inclusive, with clear definitions of work associated. If a forklift is required, then it will be defined in the contract.
Consolidated phase-coverage of costs	Phase 1 did not cover depot attendant wages. Will these wages be covered under the consolidate phase?	Collection costs for operational (staff) and capital (infrastructure) items are part of the plan for the consolidated phase. Municipalities need to understand and define their costs so we can consider an appropriate compensation rate based on services provided in contracting for the consolidated phase of this program.
Consolidated Phase - coverage of costs	Will a generic collection agreement be developed so that every site operator doesn't have to think of each and every item to include, such as a payment to cover utilities; rent/taxes; forklift; etc.?	Yes, we will develop an agreement that is similar to the (current) standard Shared Responsibility Agreement (SRA). BUT as it relates to actual costs, the agreement will be unique to each situation. We'll be looking to engage private sector AND municipal sites and recommend that each service provider consider all of its costs for the forthcoming contract discussion
Consolidated Phase - coverage of costs	Will transporters be reimbursed for the cost of the plastic bags (approx. \$2.00/bag) used to transport plastic oil/antifreeze bottles?	All this is included in the Transport Incentive (TI). Transporters cannot invoice Stewardship Ontario for specific items because the TI covers this.
Consolidated Phase - coverage of costs	Requiring sites to separate the materials more specifically will result in more drums on each site. Will Stewardship Ontario pay for site upgrades such as spill containment areas and/or 'buildings'?	More drums could entail greater costs. We will review in contract discussions with individual service providers. However, accessibility and diversion targets may also be achieved through event-based and depot-in-a-box systems.
Consolidated Phase - coverage of costs	Secondary confinement containers for oil and antifreeze containers are quite costly - are transporters expected to pay up to \$500 each to collect very little plastic?	Under the Automotive Program, the Transportation Incentive (TI) and the Processing Incentive (PI) are meant to cover activities and costs.

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Consolidated Phase – collection sites: coverage of costs and location	If you solicit collection capacity in an area and it is less expensive to engage a private contractor than a municipality, will the municipal costs be covered? Or will the municipality be dropped in favour of the private sector collection site?	Stewardship Ontario needs to put in place an accessible program that is mindful of cost containment. If there is a private sector site located next to a municipal site there would need to be a decision considering several factors, including for example, the relative accessibility of each site. We will be able to provide a more definitive answer when the entire system is mapped out.
Consolidated Phase - markets	Recycling only works when there are end markets and blending off of acceptable materials will be an outlet requirement in addition to reuse to allow for the recycling goals. Are stewards prepared to develop initial recycling options and is this to become part of the best practices standards of Stewardship Ontario?	Stewardship Ontario's objective is to provide for best management method is for each waste stream, and for this to be reflected in the Processor Standards. For those wastes that cannot be recycled, the most appropriate end of life management option will be specified in the Processor Standards. Under the <i>Waste Diversion Act</i> , there are strict definitions for diversion – any kind of thermal treatment does not meet the definition of diversion.
Consolidated Phase - transporters	Will you be giving transporters (example: transporters that pick up from individual commercial locations) an area they will be responsible for?	This depends on the specific waste(s). If the waste is under the automotive incentive system, Stewardship Ontario does not provide direction. However, if the transporter is under contract to Stewardship Ontario for specific wastes (e.g., paint or batteries), specific collection sites will be defined.
Consolidated Phase - transportation & collection	Will there be specific containers for transportation of oil containers designed to eliminate leakage during transport/storage?	Under the consolidated phase of the MHSW program, the incentives provided for the automotive wastes are meant to cover the cost of collection/transportation containers.
Automotive Channel – Identification of Processors	For oil filter waste - we have asked in the past for a list of who is taking the steel portion but were told that Stewardship Ontario is not allowed to tell us - why?	It may be proprietary. In general, as a processor, you would be required to identify your own market, typically the scrap metal sector.
Automotive Channel – Collection Incentive	Can you speak to return incentives on plastics containers as it is not sustainable at this rate?	Regarding the Transport Incentive, Processing Incentive and rates, please provide more information on why this is not sustainable as there are firms that are operating under the system that have stated the rates are acceptable and profitable.
Paint	I will be a collector of paint products. I have no way to limit what people drop off as a paint product. Do you take all kinds of paints, including lacquers and if not how do I get rid of it?	Collection sites are encouraged to contact the MTS Service Provider help desk who will put you in touch with a field representative who can discuss with you the details about how to be a collection site. Contact mts-administration@stewardshipontario.ca .
Paint	What incentives are there for paint manufacturers to get involved in recycling latex and alkyd paints?	Paint is under a contract-based system (the other system is the automotive incentive program which employs a set fee for transport or processing activity). If you want to be a paint processor, you are advised to contact Stewardship Ontario to obtain further information.
Paint - processing	How will remuneration on paint work (i.e. weight or container counts)? If it's weight, will it be all inclusive based on the weight in the door, or is it based on weight of processed product (i.e. include weight of the container & paint that is not recyclable) or will it be simply based on the weight of liquid (i.e. deduct the weight of the container)? If the weight of the container will be backed out, will credit be given for recycling paint containers (metal and/or plastic)?	Stewardship Ontario will implement a weight-based – mass balance approach, addressing all inputs and outputs.

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MHSW Program - General		
Contact info for questions	If we have additional questions, who do we e-mail?	Contact mts-administration@stewardshipontario.ca
MHSW - stewards	Are the stewards who you represent and fund this program also undertaking "best practices" to offer more recycling options e.g. fertilizers, solvents, paint, CFLamps	Steward Ontario delivers the MHSW program on behalf of stewards. The obligation to carry out research and development to support further diversion rests with Stewardship Ontario, not individual stewards. Further, the MHSW Program has set collection and recycling targets
Request for Expressions of Interest (REOI)	We already have an agreement with Stewardship Ontario and want to continue under the consolidated plan. Do we have to respond to the REOI?	Yes, please provide as much detail as possible; this will lead into future discussions as we'll need best level of detail possible to discuss compensation.
	Who do you contact if you have not received the link for the REOI?	Contact mts-administration@stewardshipontario.ca
	If we don't respond to the REOI, will there be another opportunity to apply as a collection site?	Yes. Stewardship Ontario will continue to accept and work with respondents who submit after this date but timely submissions are encouraged.
REOI and Shared responsibility Agreement (SRA)	We have a Shared Responsibility Agreement (SRA). Are we required to complete the REOI now? What benefit is there to do it now and not wait until later?	Note that the SRA covers Phase 1 items and costs only. It is necessary to let Stewardship Ontario know your intentions with respect to the consolidated phase of the MHSW program.