

En route to 1^{er} November 2023: Be ready despite the ambiguity!

2 October 2023

A presentation by :



In collaboration with :



Welcome to all retailers!

With just one month to go before phase 1^{ère} of the locker modernisation comes into effect, we feel it is important to inform you :

- Your obligations depending on whether you are a convenience store or a retailer, small or large;
- Actions to be taken and important dates to be respected with one month to go before the law comes into force;
- Tools developed just for you;
- Negotiations underway.



Please note that the Webinar is recorded.



Content will be shared following the meeting.



Feel free to ask your questions as you go along, by clicking on the message box at the bottom of the screen. They will either be answered as you go along in the chat or grouped together so that we can come back to them during the question period.

What beverages will be consigned on 1^{er} November?

Phase 1: 1^{er} November 2023

Beer and soft drinks containers that are **already returnable**

Addition of aluminium ready-to-drink containers from 100 ml to 2 L.

Phase 2: 1^{er} March 2024

Addition of all "ready-to-drink" beverages in containers of at least 100 ml and no more than 2 L. :

Glass
(wine, cider, etc.)

Fibre
(ready-to-drink, etc.)

Steel
(juice)



Increasing obligations or responsibilities depending on the type of retailer at 1^{er} November 2023



Each of these scenarios is presented in the slides, starting with the retailers with the fewest obligations and moving on to those with the most.



Retailers with no obligations as at 1 November 2023

No obligation if you meet the following criteria:

- A business that **does not sell beverages in containers covered by the deposit** as of 1^{er} November.
 - For example, if you only sell water or juice in plastic containers, you are under no obligation to
- A business in which a product is only offered for sale in one or more **vending machines**.
- A retail business in which a product is offered for sale only in **a single refrigerated commercial appliance** whose dimensions do not exceed 76.2 cm in width × 82.28 cm in depth × 200.66 cm in height.

You will be targeted for phase 2, so **stay informed!**

We will come back to you with information and proposals for groupings from 2024.

Obligations of retailers with a small sales area (≤ 375 m² or 4 036 ft²) as at 1^{er} November

Obligation to display signs (e.g. small grocery and convenience stores)

- You are under **no obligation to take back** returnable containers
- You must clearly display in or at the entrance to your business the address of the **nearest** returnable container depot (this depot is likely to be a food retailer).
 - A poster template has been developed by the AQRCB (www.consignaction.ca/boiteaoutilsmdp:laboite)

As a courtesy, inform your "neighbour" of your decision



Modernisation du système de consigne

Veuillez noter que les bouteilles et les canettes consignées ne sont pas reprises ici.



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Option for retailers with small sales areas ($\leq 375 \text{ m}^2$ or $4,036 \text{ ft}^2$) as at 1^{er} November

There is no obligation to take back returnable containers, but

.... you can **choose to take them back** (opt-in)

At this point, you should :

- Show that your business is a place of return.
- Have signed a contract with the AQRCB setting out the conditions for trade-ins
 - **A draft transitional contract for small-format retailers has been submitted by the AQRCB. It is currently being analysed by the main banners.**
- Take back all types of returnable containers (not just those you sell)
 - see the other conditions that apply to retailers with a take-back obligation.





Obligations of retailers selling drinks covered by the deposit

Obligation to invoice and include the deposit amount on the invoice

- You must be able to **charge the amount of the** deposit and **indicate it clearly on the invoice** for all the returnable containers that will be covered by 1^{er} November and that you sell.

The AQRBCB has undertaken to make available (online) the list of codes (SKUs) for the containers covered by 1^{er} November by 6 October 2023.

Please note:

- The amount charged for beer cans, regardless of format, will be 10 cents.
- Only 500 ml to 2 l returnable glass bottles of beer or kombucha will be 25 cents.

UNIFORMISATION À 10 CENTS



BIÈRE : DE 20 CENTS À 10 CENTS





Obligations of retailers, regardless of sales area

Obligation to display the amount of the deposit

- The deposit amount associated with a container must be displayed in a physical location, separate from the product itself, in the **section of the store** where the product is found.
- The amount of the deposit must be shown on a sign in one of the following locations:
 - At the entrance to the commercial section ;
 - At another point in the section where the information is clearly visible to the consumer;
 - Directly on the shelf where the product is found.
- **Templates for containers currently covered by the deposit (beer, PET soft drinks) are not yet available and should not be until November.**

The AQRCB has undertaken to prepare visuals to standardize the visuals in all shops, beyond the advertising campaign.

As part of an EPR approach, retailers are asking for the costs to be borne by the AQRCB.



Obligations of retailers, regardless of sales area

Obligation to display the amount of the deposit

- As part of the advertising campaign planned by the AQRCB for the transition, posters will be put up between the beginning of November and the beginning of December by specific agencies for 811 shops (but not all) operating under the following banners:
 - Loblaws: Neptune branch ;
 - Metro: agence Neptune ;
 - Sobeys: Métrospot agency.
- **Reminder: In addition to the advertising campaign covering certain retailers, all retailers are required to display posters in their shops.**

The AQRCB has undertaken to prepare visuals to standardize the visuals in all shops, beyond the advertising campaign.





Obligations of retailers if your sales area is > 372 m² (whether or not you take over) or if "opt-in".

Obligation to transmit data to the AQRCB

- You must **provide the AQRCB with the following by 15 October** at the latest:
 - Your name, telephone number, e-mail address and the name of your représentant□;
 - The name, address and surface area of each business you operate that is subject to **the reprise□ obligation**;
 - **The return address associated with each of them.**

The link to the AQRCB website **is available** :

<https://detaillants.consignaction.ca/Connecter/>



Obligations of retailers with a sales area > 375 m² (4 036 ft)²

Obligation to take back and display

- You must **take back all types of** returnable beverage **containers** on site or at a separate location, either on your own or in conjunction with other retailers.
- You must display a sign in or at the entrance to your business indicating that you take back returnable containers.



OR

- You can join forces with another retailer.
- You must clearly display in or at the entrance to your business **the address of the returnable container depot associated with your business.**

This request for consolidation will come from retailers who sell but do not take back returnable containers.





Options for retailers who sell but do not take back refundable containers

1. **Stop selling drinks** that will be covered by the deposit on 1^{er} November, as this is not your core business.
2. **Return returnable containers.**
3. **Join forces** with a retailer in your area who currently takes back returnable containers.

IMPORTANT!

An option must be identified before 15 October!

Options 2 and 3 are presented in the following slides.

Option 2 for retailers who sell and do not take back refundable containers

2. Return returnable containers

Includes in particular :

- Have a place of return that meets the criteria set out in the regulations;
- Take back returnable containers manually or order automated machines to take them back;
- Have space to store returnable containers;
- Register and advertise as a place of return with the AQRCB ;
- Make sure you're on the collection circuit for recycling;
- Have a contract with the AQRCB.





Option 3 for retailers who sell and do not take back refundable containers

3. **Join forces** with a retailer in your area who currently takes back refundable containers

Business rules apply depending on the size of the municipality for groupings

You must be located within a **maximum radius (in km) of the business** that takes back the returnable containers:

- 5 km for a municipality with fewer than 3,000 inhabitants
- 3 km for a municipality with between 3,000 and 25,000 inhabitants
- 2 km for a municipality with between 25,000 and 100,000 inhabitants
- 1 km for a municipality with more than 100,000 inhabitants.

The grouping must be approved by the AQRCB, but the organisation has already indicated that it accepts these criteria for the transition



- An **Excel file (prepared for retailers)** with the addresses of shops under banners that include the instructions is available. You can filter by city and the km to be respected are indicated. **The link will be sent to you as a follow-up to the meeting.**
- **An interactive map (prepared by the AQRCB for the 2025 groupings)** shows the location of the main businesses in Quebec. [AQRCB map](#)



Option 3 for retailers who sell and do not take back refundable containers

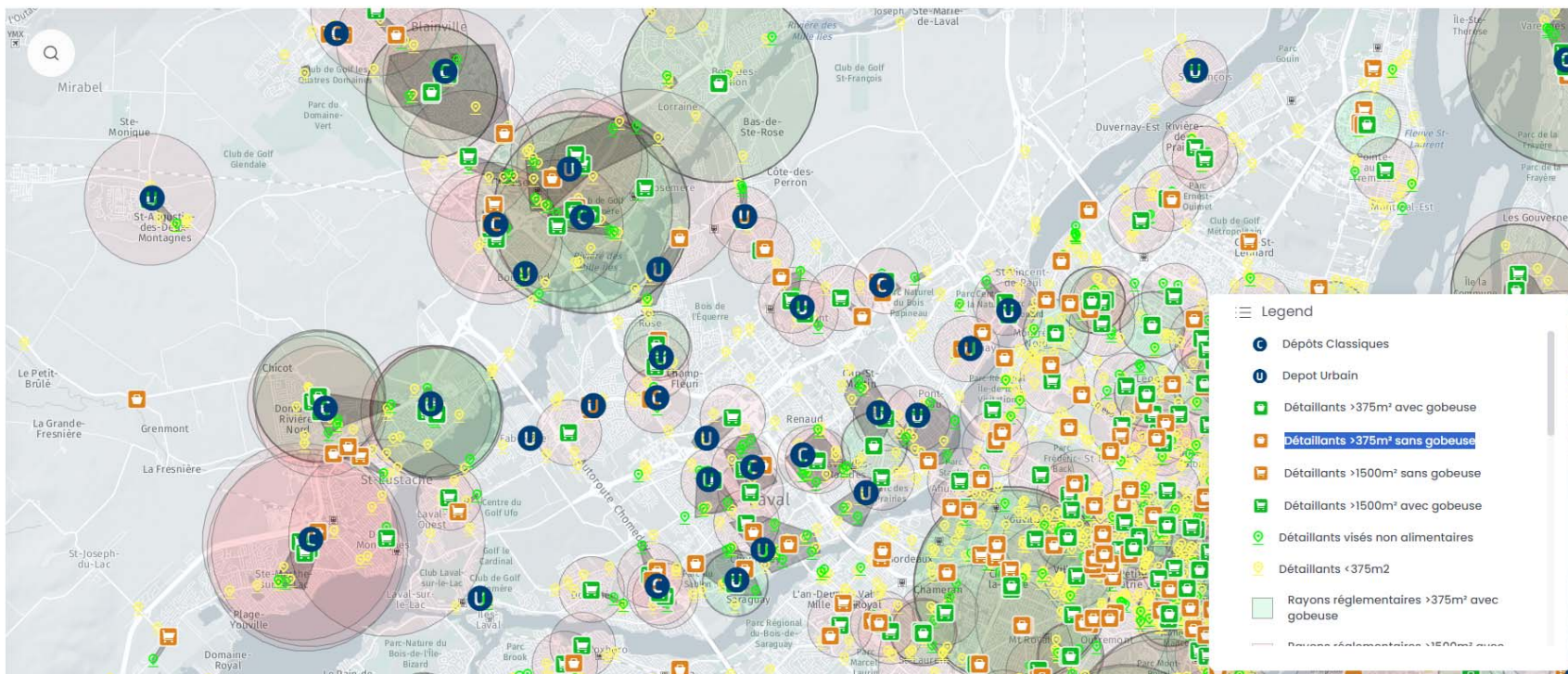
- **The Excel file developed by the CCCD** for retailers allows you to :
 - Filter businesses in your municipality ;
 - Identify the business near yours;
 - Have the radius (km as the crow flies) to be respected to allow regrouping during the transition.



Municipalité	Adresse	Bannière	Regroupement	Catégorie	Rayon
Laval	Desserte Nord Laval Ouest, Laval QC H7L H7P	Costco	2 1	Regroupement de détaillants	1
Laval	444 Boulevard Curé-Labelle, Laval QC H7P 4W7	Maxi	2 1	Regroupement de détaillants	1
Laval	1855 Boulevard René-Laennec, Laval QC H7M 5E2	Maxi	55 1	Regroupement de détaillants	1
Laval	1500 MONTEE MONETTE	Ami Personnalisé	55 1	Regroupement de détaillants	1
Laval	2075 Chomedey Boulevard, Laval QC H7T 0G5	Walmart	80 1	Regroupement de détaillants	1
Laval	250, promenade du Centropolis	SAQ Sélection	80 1	Regroupement de détaillants	1
Laval	3500 Boulevard Saint-Martin Ouest, Laval QC H7T 2W4	Maxi	80 1	Regroupement de détaillants	1
Laval	5805 Boulevard Robert-Bourassa, Laval QC H7E 0M4	IGA	125 1	Regroupement de détaillants	1
Laval	5040, boulevard Robert-Bourassa	SAQ Sélection	125 1	Regroupement de détaillants	1
Laval	5205 Boul. De Val-des-Brises, Laval QC H7E 0A3	Walmart	125 1	Regroupement de détaillants	1
Laval	4400 Boulevard de la Concorde Est, Laval QC H7C	SuperC	129 1	Regroupement de détaillants	1
Laval	4411 Boulevard de la Concorde Est, Laval QC H7C 1M4	IGA	129 1	Regroupement de détaillants	1
Laval	5007, boulevard des Laurentides	SAQ Sélection	140 1	Regroupement de détaillants	1
Laval	5000 Boulevard des Laurentides, Laval QC H7X 2J5	Metro Plus	140 1	Regroupement de détaillants	1
Laval	8475 Rue Chartrand, Laval QC H7A 1M5	Maxi	167 1	Regroupement de détaillants	1
Laval	600 DU MOULIN	Maxi	167 1	Regroupement de détaillants	1
Laval	1005 CURE-LABELLE	Club Entrepôt	177 1	Regroupement de détaillants	1
Laval	1005 Boulevard Curé-Labelle, Laval QC H7V	Maxi	177 1	Regroupement de détaillants	1
Laval	2090 Boulevard des Laurentides, Laval QC H7M 2R5	Maxi	178 1	Regroupement de détaillants	1
Laval	1904 Boulevard des Laurentides, Laval QC H7M 2P9	SuperC	178 1	Regroupement de détaillants	1
Laval	1100 Boulevard de l'Avenir, Laval QC H7N	Metro Plus	201 1	Regroupement de détaillants	1
Laval	1535 Boulevard Le Corbusier, Laval QC H7S	IGA	201 1	Regroupement de détaillants	1
Laval	155 Boulevard de la Concorde Est, Laval QC H7G 2C6	Metro Plus	294 1	Regroupement de détaillants	1
Laval	1000 Boulevard des Laurentides, Laval QC H7G 2W1	SuperC	294 1	Regroupement de détaillants	1
Laval	6155 Boulevard Arthur-Sauvé, Laval QC H7R 3X8	Metro Plus	337 1	Regroupement de détaillants	1
Laval	4805 Boulevard Arthur-Sauvé, Laval QC H7R 3X2	IGA	337 1	Regroupement de détaillants	1
Laval	3557F Boulevard Dagenais Ouest, Laval QC H7P	IGA	367 1	Regroupement de détaillants	1
Laval	3850 Boulevard Dagenais Ouest, Laval QC H7P	SuperC	367 1	Regroupement de détaillants	1
Laval	3557 Biv. Dagenais	IGA	367 1	Regroupement de détaillants	1
Laval	550 Autoroute Chomedey	IGA	377 1	Regroupement de détaillants	1
Laval	700 Desserte Ouest Chomedey, Laval QC H7X	Walmart	377 1	Regroupement de détaillants	1
Laval	1110 Desserte Ouest Chomedey, Laval QC H7X	SuperC	377 1	Regroupement de détaillants	1
Laval	1096, Autoroute Chomedey	SAQ Sélection	377 1	Regroupement de détaillants	1
Laval	380 Boulevard Curé-Labelle, Laval QC H7L 4T7	IGA	425 1	Regroupement de détaillants	1

Option 3 for retailers who sell and do not take back refundable containers

- [AQRCB mapping](#) enables you to :
 - Find out whether the AQRCB would like to set up a depot (Urban or Classic) covering your business by 2025;
 - Identify retailers with take-back equipment (tumblers) near your business.





Option 3 for retailers who sell and do not take back refundable containers

3. **Join forces** with a retailer in your area who currently takes back refundable containers

The group must be completed before 15 October!

Groupings can be managed as part of a **commercial agreement between a managing retailer (the one who takes over) and a participating retailer (the one who refers).**

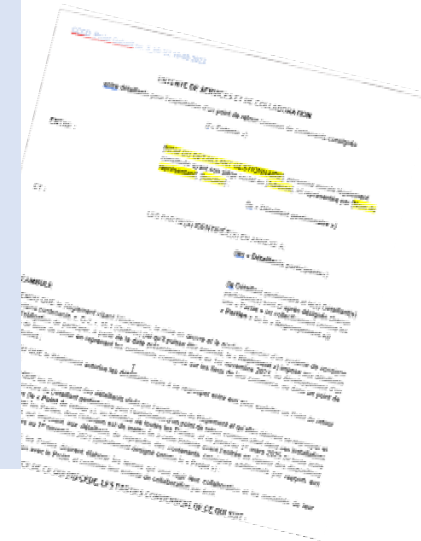
This agreement would be exclusively for the transition period (1^{er} November 2023 to 28 February 2025).

NOTE: A retailer who already takes back refundable containers would be operating a "common return location" within the meaning of the regulation.



Commercial agreement templates have been developed by the RCC for retailers. The link will be sent to you as a follow-up to the meeting.

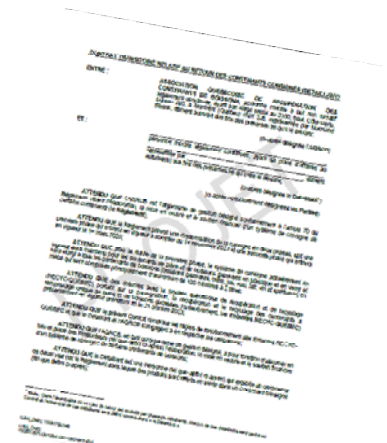
- Banners with "corporate" shops will sign agreements with each other for their shops.
- **Independent** retailers will have to sign agreements with each other.
- The templates comply with the Competition Act.



Guidelines for businesses > 375 m² which currently take back returnable containers

- **Continue to take back** returnable containers from your business:
 - Make a minimum of adjustments to your equipment and infrastructure for the transition period;
 - Only change your recovery machines if they are absolutely obsolete:
 - The AQRCB should have identified the "Ecopaction" type machines that need to be changed or reprogrammed.
- **Have a sufficient number of wheeled bins to manage waste**
 - Keep your invoices to claim a refund if the premium was not negotiated.
- Take back returnable beverage containers from retailers in your sector:
 - **If these retailers > 375 m² (targeted but do not take them back) :**
 - A contract is required between retailers.
 - **If these retailers ≤ 375 m² (not covered) :**
 - No contract is required (this is a regulatory obligation).
- **Sign a contract** with the AQRCB (once negotiations have been completed) to set out the terms and conditions of the takeovers and the relationship between the two parties.
 - In the case of a group, the managing retailer should sign the contract.

Your representatives are working to identify groupings to ensure the return of containers to out-of-store locations by 1 March 2025.



Negotiations underway with the AQRCB

- **Contract level :**
 - **Two draft provisional contracts** (November 1, 2023 to February 28, 2025) submitted by the AQRCB on Thursday, September 21:
 - For retailers ;
 - For small surface retailers who volunteer (opt-in).
 - Ongoing analysis of the various clauses
- **For the handling fee:**
 - Negotiating committee set up (made up of representatives from CCCD, ADAQ, Métro, Sobeys, Loblaws)
 - Three negotiation meetings held (18, 21 and 26 September). The next one is on 2 October (this pm)
 - Still under discussion....

Handling fee proposed by AQRCB: \$0.02/container

- Study carried out by KPMG 2023 (without exchange with retailers) results in a premium < \$0.02/container
- Advocates status quo or could go to \$0.025/container
- Indicates that the addition of aluminium containers should reduce the premium granted.
- Indicates that enlargement will have a limited impact: only one extra bag per shop

**Negotiating
committee in
place**

Handling fee charged by retailers: \$0.032/container

- Variables from the Aviseo Study (2021) updated in 2023.
- Requests an adjustment to take account of inflation in labour costs (8.5%) and the reallocation of volumes.
- Indicates that there will be a greater demand for manpower (maintenance, reception, machine breakdowns, rejects, etc.).
- Indicates that modernisation has an impact that needs to be considered: the withdrawal of small surfaces will increase manual returns to shops and require more storage space.

And if there is no contract signed by 1^{er} November 2023

You do, however, have an obligation to repossess and display

- **For the reimbursement of costs, the regulations provide for the following:**
 - The retailer must **keep all proofs**, invoices and supporting documents related to the management of the return of containers and **send an invoice** to the AQRCB;
 - The AQRCB must pay invoices within 30 days;
 - Returnable containers must be collected twice a week.



Invoice templates in preparation (to be sent by mid-October)

- By type of retailer (grocery, large grocery, non-traditional)
- Proposing average billable hours and average hourly rates
- Considering space for receiving and storing returnable containers

A contract can be signed once the deadline has passed.

Focus on transition: key dates to bear in mind

AQRCB initiatives and actions

2 October :

- Communication campaign (influencers, social networks)

16 October :

- Mass advertising campaign

23 October :

- New Consignment website

Between now and 1^{er} November

- Update of automated reclaimers (by ARCB) and equipment suppliers

obligations and responsibilities

1 to 15 October:

- Finalising groupings
- **Registration** with the AQRCB
- **Training** your employees

23 to 31 October:

- Installation of the "skirts" supplied by the AQRCB for the "tumblers".
- Adapting systems for deposit billing

30 and 31 October:

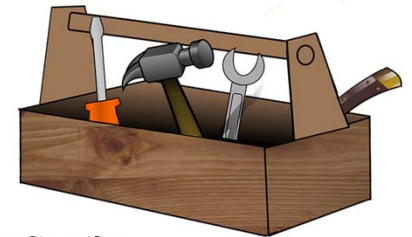
- Inventory of returnable soft drink and beer containers

Focus on transition: what do I need to do between now and 1 November?



- **Decide whether or not you want to join forces** and take steps to ensure that you have the appropriate agreements (before 15 October) or are ready to take back the containers (1^{er} November).
- **Provide the AQRCB with the information required on the AQRCB platform**
 - Reminder: you must identify the address of the return location associated with your shop.
- **Have installed the required display:**
 - At the entrance to shops as a return or referral point to the affiliated location
 - In sections where drinks (covered by the deposit) are sold
- Be able to **invoice and reimburse the deposit** at the "correct" deposit amount
 - This means adjusting the cash register systems accordingly
- Have **trained your field staff** to be able to answer consumer questions on :
 - New returnable containers
 - New deposit amounts
 - 2 phases of extension of the deposit (water and wine will follow on 1 March 2025)
 - Shops that are obliged to take back containers or not
 - [Consignaction](#) website to refer consumers with questions

Tools available for retailers



- **Tools developed by the CCCD for the transition (the link to the documents will be sent to you after the presentation)**
 - Communications :
 - EPR deposit sheet (basic "EPR 101" information) for retailers
 - EPR instruction sheet for your employees (one page) - coming soon
 - Groupings :
 - Contract template between managing and participating retailers
 - Proposed groupings and list of businesses taking back containers (Excel file)
 - Invoice templates (in the absence of a signed contract by 1 November) - coming soon
 - Update on costs (Aviso 2023)
- **Tools developed by the AQRCB :**
 - [Information session for retailers](#) (mdp: aqrcb2023D)
 - Communications : [The toolbox - Consignation](#) (mdp: laboite)
 - **Downloadable content** (communications support guide, graphic standards guide, logos, pictograms, mandatory poster templates, advertising templates, reference texts, frequently asked questions)
 - Groupings :
 - [Map - Vision 2025 for Quebec](#)

Question time



Thank you for your participation!

Get ready now! Get informed!

A presentation by :



In collaboration with :

