

<b>Date:</b> July 27, 2022	<b>Time:</b> 2:00pm – 3:30pm
<b>IAC Co-Chairs:</b> Carol Hochu, Tom Wright	<b>IAC Secretary:</b> Cameron Parrack
<p><b>Attendees:</b></p> <p><u>Industry Council Members:</u>  Carol Hochu, Tire and Rubber Association of Canada  Cherith Sinasac, ElectroFederation Canada  Andrew Mackinnon, Global Automakers of Canada  Sebastian Prins, Retail Council of Canada</p> <p>Ronda Parkes, Ontario Community Newspapers Association  Julie Kwiecinski, Canadian Federation of Independent Business  Simon Kinsman, Canadian Consumer Specialty Products Association</p> <p><u>RPRA Staff:</u>  Frank Denton, Chief Executive Officer  Noah Gitterman, Chief of Strategic Initiatives and General Counsel  Wilson Lee, Chief of Programs and Public Affairs  Lorella Hayes, Chief Financial and Administrative Officer  Mary Cummins, Registrar  Cameron Parrack, Manager of Programs and Stakeholder Relations</p> <p><u>RPRA Board:</u>  Tom Wright, RPRA Board Vice-Chair  Robert Poirier, RPRA Board Chair</p> <p><u>MECP Representative:</u>  Jon Fox, Resource Recovery Policy Branch  Shelly Bonte-Gelok, Resource Recovery Policy Branch</p>	
<p><b>Regrets:</b>  Michelle Saunders, Food, Health &amp; Consumer Products of Canada  Shelagh Kerr, Electronics Product Stewardship Canada  Philip Sqair, National Electrical Manufacturers Association  Paul Deegan, News Media Canada</p> <p>Shane Buckingham, Canadian Beverage Association  Charles O’Hara – Director, Resource Recovery Policy Branch  John Armiento – Director, Resource Recovery Policy Branch</p>	
<p><b>Recording Secretary:</b> Harshita Gulati, IT Administrative Support</p>	

**1. Introductions and Co-Chair’s Remarks**

- Welcome and opening remarks by the IAC Co-Chairs.

## **2. CEO's Remarks**

- RPRA's CEO provided opening remarks, including reviewing business planning process and context for development of the 2023 budget.

## **3. Final draft strategic priorities**

- RPRA staff reviewed the near final strategic priorities, which have been revised following feedback received from the Advisory Councils in May and the RPRA Board including:
  - Clarification on publishing information submitted to the registry (Strategic Priority #1)
  - Increased focus on value for money (Strategic Priority #4)
- IAC Member raised that "promoting a level playing field" (Strategic Priority #3) needs some more work. It could be misinterpreted as meaning that small businesses will lose their \$2M blue box exemption.
  - RPRA responded by clarifying that the strategic priorities are high level and that the Business Plan itself will provide the narrative and describe specific activities, including how RPRA is promoting a level playing field.

## **4. Proposed performance measures**

- RPRA staff reviewed existing performance measures that will continue in 2023 as well as additional proposed performance measures for Council member feedback.
- IAC members noted that RPRA could include performance measures that connect RPRA's deliverables (i.e., compliance activity) to value-for-money, registrant satisfaction and/or environmental outcomes.
  - RPRA staff noted that the Authority has engaged a third-party vendor to conduct an annual registrant survey. Survey results, including baseline and tracking data by program are published in our annual report.
  - RPRA has and will continue to review how comparable regulators track compliance performance. To date, RPRA has observed that most are focused on activity related metrics (i.e., cases opened/closed, free riders brought into compliance).
  - RPRA's proposed performance measures related to compliance activity are focused on reporting the volume and type of compliance activities undertaken each year.
  - In response to a proposal that RPRA consider reporting on compliance activity similar to the CRA's Audit Yield, a report on revenues recovered relative to money spent on recovery effort, RPRA advised that it is not appropriate to report on metrics related to cost recovery from free riders because revenue generation is not the goal of the RPRA compliance program.

## **5. Estimated resourcing requirements – 2023 preliminary draft budget and 2024-25 forecasts**

- RPRA staff presented the draft resourcing requirements for the business planning period, including the key considerations, risks and assumptions used to develop the draft 2023 budget and 2024-2025 forecasts.
- RPRA acknowledged the feedback received to date from producer associations that cost containment is crucial, but also that appropriate level of service delivery to

support registrants in complying with regulatory requirements is very important to individual producers.

- RPRA staff highlighted that registrant support provided to individual producers during registration and reporting campaigns can lead to efficiency gains, both financially and in terms of administrative effort required to comply with the government's program.
- IAC member agreed and shared feedback that producers require compliance support and RPRA needs to be adequately resourced to deliver this function. The IAC member noted that PRO fees are the main financial strain, costing 30x-100x the RPRA oversight fee.
- IAC member voiced support for financial performance metrics to establish baselines and track efficiency gains/losses over time.
- IAC member shared recent statistics on the state of small businesses, noting the financial strain on this sector caused by rising inflation. Therefore, the importance of ensuring fees be kept as low as possible remain a priority and RPRA should continue to seek opportunities to contain costs.

## **6. Compliance and Registry Operations**

- RPRA Registrar delivered a presentation on Registry and Compliance Operations.
- Detail was provided on past, current and projected volumes of activities related to registry campaigns, audit and verification initiatives, program registrant volumes, registrant interactions, compliance, and registry cases.
- RPRA staff shared information related to the Registry case backlog of potential compliance cases.
- IAC members expressed support for publishing KPIs related to registrant support including average response time and average time spent closing cases, signaling the need for additional resources.
- IAC member suggested that RPRA continue to post need-driven FAQs.

## **7. Closing and Next Steps**

- RPRA staff outlined next steps in the Business Planning process and noted the IAC would be engaged again in the fall to review the final business plan.
- Feedback received from Council members on the proposed performance measures and resourcing plan will be reviewed during next Council meeting, including sharing how feedback provided was considered and incorporated into final strategic priorities.
- The CEO and IAC Co-Chairs thanked the members for their participation and feedback.