

Date: 2021-Jun-29	Time: 1:00pm – 2:30pm
IAC Co-Chairs: Carol Hochu, Tom Wright	IAC Secretary: Cameron Parrack
<p>Attendees:</p> <p><u>Industry Council Members:</u> Carol Hochu, Tire and Rubber Association of Canada Shelagh Kerr, Electronic Products Stewardship of Canada Dejan Lenasi – Signify Lighting (Delegate) ElectroFederation of Canada Andrew Mackinnon, Global Automakers of Canada Julie Kwiecinski, Canadian Federation of Independent Business Sebastian Prins, Retail Council of Canada Shannon Coombs, Canadian Consumer Specialty Products Association Caroline Medwell, Ontario Community Newspapers Association/News Media Canada Mark Kohorst, National Electrical Manufacturers Association Michelle Saunders, Food, Health & Consumer Products of Canada</p> <p><u>RPRA Staff:</u> Frank Denton, Chief Executive Officer Noah Gitterman, Registrar and General Counsel John Pinard, Chief Information Officer Cameron Parrack, Manager, Programs and Planning</p> <p><u>RPRA Board:</u> Robert Poirier, Chair Tom Wright, Vice-Chair Christine Bome</p> <p><u>MECP Representative:</u> John Armiento, Resource Recovery Policy Branch Carolina Huignard, Resource Recovery Policy Branch Shelly Gelok-Bonte, Resource Recovery Policy Branch Marc Peverini, Resource Recovery Policy Branch</p>	
Regrets: Shane Buckingham, Canadian Beverage Association	
Recording Secretary: Susan Selby, RPRA	

1. Introduction

- Welcome and opening remarks by the IAC Co-Chairs

2. Review of RPRA Business Planning Process

- RPRA staff provided an overview of RPRA's role, mandate, governance structure and business planning process
- RPRA staff indicated that the next scheduled IAC meeting will allow IAC members to provide feedback on resources necessary for the Authority to execute its mandate and strategic priorities

- CFIB and FHPCPC representatives supported including enhanced Communication and Education activities as a strategic priority to further support the regulated community in understanding and complying with new RRCEA requirements
 - RPRC staff indicated that communicating with the regulated community, through a variety of methods, to ensure that all regulated parties understand their regulatory obligations is a primary focus, also referred to as Communications for Compliance or C4C.
- EPSC representative inquired as to how PROs could provide input into RPRC's Business Planning Process as PROs are not included in the SPAG
 - RPRC staff indicated that they are considering how to consult with PROs as part of the Business Planning Process, but have not yet determined whether this stakeholder group will be invited to participate in the SPAG

3. Update on Authority's Registry

- Prior to beginning the Registry Update, a discussion relating to producers delegating responsibility for registration and reporting to their PROs ensued
 - RPRC staff offered to discuss with individual producers or IAC members offline to clarify the delegation process
- TRAC representative asked how producers know that they are getting value for money as it relates to fees paid by producers for registry and oversight costs?
 - RPRC staff indicated the Business Planning process is transparent and the Authority is open to suggestions on how it can better express its value proposition. A separate meeting with TRAC was offered
- CFIB representative inquired about the Authority's plans for user testing ahead of launching new registry portals
 - Staff informed the IAC that the Authority undertakes user acceptance testing with obligated producers and PROs as part of the registry development process to ensure functionality and ease of use
 - Each new registry portal will be built on the Tires Registry Portal model, which will help make development more cost efficient
- RPRC staff noted the following reasons for selecting the Salesforce platform for the Registry: data security; cloud-based; integrated account system; ability to link to a call centre; out of the box functionality with configuration; ease of implementation; integration with other technologies; use across multiple device types; and ease of use by both large and small organizations
 - EPSC representative questioned why Salesforce platform was chosen for the registry builds and proposed that an excel spreadsheet would be sufficient to satisfy the Authority's mandated requirements of producer registration, reporting, compliance and enforcement
 - RPRC staff noted the Batteries and Electronics program was launched before the completion of the Batteries and Electronics Registry using an excel spreadsheet for registration and reporting, required more internal resourcing and was less efficient for registrants
 - RPRC staff also noted that the RRCEA prescribes an electronic registry and time and consideration was applied when selecting the Salesforce platform to meet the Authority's legislated mandate and address the requirements of registry users
 - RPRC staff also noted that the purchase and redeployment of existing systems was not a viable option because of the substantial resources that would have been required to customize them to RPRC's legislated mandate and business needs

- RPRA staff also noted the Registry system also needs to be scalable with the ability to reuse common elements for subsequent registry portals and must meet regulatory compliance case tracking and management needs
- RPRA staff noted that in 2020, the Authority's procurement process was reviewed by an external consultant that concluded the Authority is operating within industry best practices (the SBR Optimus Report)
 - IAC members requested that the Authority share the SBR Optimus report and RPRA staff committed to sharing the report
- RPRA staff provided an overview of how registry costs are allocated to producers
 - EPSC, TRAC, CCSPA and RCC representatives questioned the value of continuing to utilize the Salesforce platform for current and future registry builds and suggested that RPRA request that the Auditor General evaluate the expense
 - RPRA staff noted that requests for an audit by the Auditor General by the Authority have been made by third parties, and the Authority is prepared for such a review
 - RPRA staff noted that if the Salesforce based-platform is abandoned that an alternative electronic registry would need to be developed and deployed to replace the current registries, which would also come at a cost
 - RPRA staff noted that the Tires registry that has been built and is in use today has proven to be effective at meeting the needs of registrants and the Authority's legislative mandate
 - RPRA staff noted that the Authority's priority is to deliver services at the lowest cost possible to meet our regulatory objectives

4. Closing and Next Steps

- RPRA staff outlined next steps in the Business Planning process and noted the IAC would be engaged again at the end of July on the Authority's 2022 budget and 2023 and 2024 forecasts before the Business Plan is finalized in September 2021.