

New Convenience Standards (Quebec)

- Collection at return sites and “establishments offering on-site consumption”
- Minimum of 1,500 return sites across all administrative regions by the 16th month after the regulation goes into effect
 - Excludes bulk return centers
- Three types of return sites:
 - Return points
 - Return centers
 - Bulk return centers
- Return points have specific requirements.

Amount of return points per inhabitants

Administrative Region/Territory	# of return points per # of inhabitants
Montréal and Laval	One per 15,000
Montréal, Estrie, Outaouais, Laurentides, Lanaudière and Capitale-Nationale	One per 8,000
Saguenay-Lac-Saint-Jean, Chaudières-Appalaches, Mauricie and Centre-du-Quebec	One per 6,000
Abitibi-Témiscamingue, Bas-Saint-Laurent, Gaspésie-Îles-de-la-Madeleine, Côte-Nord (Excludes Minganie, Caniapiscau and Golfe-du-Saint-Laurent)	One per 4,000
Notes: if the number of inhabitants is not an exact multiple of the minimum per capita criteria, the last group may have fewer numbers. There must also be at least two return sites at which it is possible to return an unlimited number of containers at each visit in each region municipality. Return sites must be able to accept 80% of redeemable containers in the municipality's market.	

Return Point Requirements (Quebec)

1. All redeemable containers must be accepted;
2. Reusable containers must be handled in a manner that allows their reuse;
3. The site must be clean, safe and well lighted;
4. The site must be situated inside a building or in a closed shelter, including a stand but excluding a tent or other type of shelter made of textile material
5. A recovery bin, other than a garbage container, for rejected containers and for boxes/other recipients used to transport redeemable for the disposal of containers rejected when they are returned, must be placed in the client area and be clearly marked for that purpose;
6. The redeemable containers that have been returned to a return site must be stored in an entirely enclosed space, separate from the client area and not visible or accessible from the client area;
7. The site must be readily identifiable, clearly marked as being part of the deposit refund system and, when associated with more than one retail establishment, clearly marked as being associated with each such establishment;

Return Point Requirements (Quebec) (cont.)

9. A sign bearing the name or logo of the system must be installed in a prominent position on the façade of the return site or near the site;
10. The site must be accessible to persons with reduced mobility; except in isolated or remote territories, the site must have year-round road access;
12. the site must be situated within a radius of not more than 1 km from a retail establishment operated by a retailer, except in the case of when a group of retailers together install a single return site (as per section 49).

Return Site Types (Quebec)

Return Points	• Designed to accept small amounts of containers • Must offer cash refunds for deposits • Has enough space for two people at a time • Is at a moderate temperature • May limit the number of containers returned to no less than 50
Return Centers	• Designed to accept both small and large amounts of containers • May be used as a site where the operations of other return sites are centralized • Must offer refunds electronically, within two days of the transaction • Is at a moderate temperature • A manager is always present • Cannot limit the number of containers returned
Bulk Return Points	• Containers are returned using a recipient whose dimensions, material, colour and all other elements are determined by the producer that designed and implemented the DRS. • Offers “appropriate” refunding as determined by the site manager; electronic refunds must be completed within seven days of the transaction • Use of reusable transport recipients is encouraged • Cannot limit the number of containers returned

Return Points (Quebec)

- If a retailer provides a service for the return of redeemable containers and refunds the containers at a checkout counter or devices in a retail establishment, those counters are collectively considered one return point.
- Various return sites may be installed at the same location and will be counted as one return site for the purposes of determining the minimum number of return points for each region (see Slide 1).
- If a deposit is refunded electronically, only the following information is required from the person:
 - Name
 - Address
 - Telephone number
 - Email address
- Managers of return sites, including subcontractors must be verified by a third party or designated management body to ensure proper container management
 - at least 10% in more than one administrative region must be verified each year; ALL must be verified over a five-year period

Return Point Operational Hours (Quebec)

- Return sites inside an establishment must be open the times as the establishment.
- Return sites outside an establishment operated by the retailer to which the site is associated, must be open during the same business hours as the establishment.
- Return sites outside the establishments operated by a group of retailers, must be open during the business hours of the establishment that is open the longest.
- In other cases, and except in isolated or remote territories, a return site must be open every day, for at least 10 hours on Mondays to Saturdays and for at least six hours on Sundays, except on January 1 and 2, June 24, and December 24, 25, 26, and 31.
- The business days and hours of a return site must be posted at a place at the site that is clearly visible from outside.

Producer and Retailer Responsibilities

- Producers must submit a plan on how they intend to implement a return system for containers consumed in a “public space” within three years of the regulation’s implementation, including:
 - The spaces targeted
 - The type of devices, recipients and other equipment that will be installed;
 - The person who will operate, maintain, and replace equipment, and the manner in which they will do so;
 - The terms and conditions applicable to the recovery of redeemable containers; and
 - A timeframe for the implementation of the measures, for two thirds of the public places targeted, within two years following the time limit set, and within three years for all the public places targeted.
 - Must be sent within three years of designation
- Public space: Any part of a building, land, public road or other place that is accessible to the public on a continuous, periodic or occasional basis, except an establishment operated by a retailer or an establishment offering on-site consumption

Producer and Retailer Responsibilities (cont.)

- Every producer must make a list of all return sites in Quebec and map them by the 15th day of the 16th month after the regulation goes into effect
 - Must make them accessible via a website
 - List must include return site, return point type, mode of refund offered, and maximum of containers that may be returned
 - The implementation of the DRS must be adapted to reflect the needs and particularities of the territory concerned, if the territory is remote or isolated.
- Producers are responsible for installing return sites in retailer establishments

Producer and Retailer Responsibilities (cont.)

- From the 4th month after implementation, “every producer must take steps to enter into a contract with every retailer which, once signed, must specify” details such as:
 - the number, type, and location of return sites,
 - the number of redeemable containers that can be returned per visit,
 - client service at return sites,
 - schedule for the implementation of the contract,
 - And more.
- If a producer and a retailer have still not entered a contract after a year of the regulation’s implementation, the retailer must install a return point within three months. The producer must reimburse the retailer and ensure collection of containers twice per week.
- Isolated and remote territories, and establishments offering on-site consumption, are exempt from these requirements
- A contract may be entered at any point after the initial deadline.

Retailer Responsibilities(Quebec)

- Every retailer must accept redeemable containers returned to the retailer and refund the deposit amount
 - Exceptions: If the establishment reserved for sales is equal to or less than 375 square meters
- Each establishment must post clearly in or at the entrance:
 - The address of the return site for that establishment, if its area is greater than 375 square meters, or
 - The address of the return site nearest to the establishment, if its area is equal to or less than 375 square meters.

Rural and Remote Territories

- From the 4th month after implementation, producers must enter a contract with the authorities responsible for administering DRS in rural territories with the same terms as the retailer contracts (see slide 10)
- If the producer and authority have not entered a contract 9 months after the regulation's implementation, they must send in a list of elements overseen by a Mediator recognized by the Minister of Justice on the disputed terms within 14 days.
 - The Ministry of Justice and the Société must be notified within the same 14 days, as well as the results of the end of the mediation process within 14 days.
- A contract may be entered at any point after the initial deadline.

Rural and Remote Territories (cont.)

- If a producer and a retailer have still not entered a contract after a year of the regulation's implementation, the producer must install a return point within three months. The producer will also handle all operations, financial management, collection, transport, and reclamation, in accordance with the following distribution.
- The number and operation of the return sites depends on the number of inhabitants in the territory:
 - <3,000 inhabitants: must have at least one return point, accessible at least 24 hours per week over a minimum period of four days
 - 3,000 or more: at least two return sites, including a return point, accessible at least 30 hours per week over a minimum period of five days.
- Producers must collect containers by road or rail at a minimum frequency: 1x/ month localities with <3,000 inhabitants, and 2x/month for localities with $\geq 3,000$ inhabitants
- If the locality is not accessible year-round by road or rail, containers must be collected 2x/yr

Establishments w/ On-Site Consumption

- From the 4th month after implementation, producers must enter a contract with a group of establishments offering on-site consumption with similar terms as the retailer contracts (see slide 10). The contract also specifies which establishments will be served, how collections will be requested and canceled, and more.
- If the producer and authority have not entered a contract 11 months after the regulation's implementation, they must send in a list of elements overseen by a Mediator recognized by the Minister of Justice on the disputed terms within 14 days.
 - The Ministry of Justice and the Société must be notified within the same 14 days, as well as the results of the end of the mediation process within 14 days.

Establishments w/ On-Site Consumption (cont.)

- If a producer and a retailer have still not entered a contract after 14 months of the regulation's implementation, the producer must offer a collection service to the group of establishments within 6 weeks.
- The frequency of collection depends on the establishment's holding capacity:
 - ≥ 50 people: one collection once per week
 - < 50 people: one collection at least twice per month
- Each collection must allow the collection of all returnable containers.
- The producer must provide all equipment and accessories needed to facilitate collection. The producer is also responsible for refunding containers within seven days following collection.
- A contract may be entered at any point after the initial deadline.

Retailer Groups (Quebec)

- Retailers may group together to fulfill obligations, “on condition that the group has obtained prior approval from any producer that has developed and implemented the deposit-refund system, but remain individually responsible for compliance.”
- If retailers group to form a single return site in a local municipality, it must be within 1 km radius of one of the establishments, and must meet one of the following criteria depending on the number of inhabitants in the municipality:
 - **<3,000 inhabitants:** within 5 km radius from the other associated establishments
 - **3,000 to 25,000 inhabitants:** within 3 km radius from the other associated establishments
 - **25,000 to 100,000 inhabitants:** within 2 km radius from the other associated establishments
 - **>100,000 inhabitants:** 1 km radius from the other associated establishments