



**RECYCLEBC™**

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## Recycle BC Advisory Committee Terms of Reference

### 1.0 Introduction

Coinciding with the completion of its first five-year program plan and implementation of its second program plan, Recycle BC is renewing the Terms of Reference for its Advisory Committee to better engage with this resource on matters of importance to the organization and the Committee. The Committee will remain a forum for members to bring forward their perspectives, and is part of Recycle BC's stakeholder engagement process, providing input and advice to Recycle BC staff and its Board of Directors.

### 2.0 Purpose of the Committee

Constituting a critical component of Recycle BC's stakeholder outreach program, the purpose of the Advisory Committee is to provide a meaningful forum through which stakeholders are kept informed of program developments and activities, and through which they can provide valuable feedback and advice on matters related to the ongoing success of the packaging and paper product (PPP) program. The intent of the Committee is to foster dialogue on issues and opportunities pertaining to the Recycle BC program and encourage information exchange. Members of the Committee may represent a specific constituency or may represent the public at large, and bring issues from their group (as well as their own personal thoughts) to these meetings. Committee members are responsible for gathering input from their respective constituencies and representing constituencies' views on issues and opportunities. The Committee may choose to develop non-binding recommendations to the Recycle BC Board, based upon a consensus model in which the Committee works as a group to achieve the full agreement of committee members to determine its position as a whole.

The role of the Committee is to:

- Provide feedback and advice on stewardship program operations and anticipated modifications necessary to meet program objectives and targets
- Foster collaborative problem-solving on matters of joint-interest
- Foster better communication and understanding between Recycle BC, stakeholders and member companies
- Ensure Committee members are kept up-to-date on the performance of the program, and (where applicable) provide them with the tools they need to keep their members informed
- Identify issues that might concern stakeholders and suggest how they might be addressed.
- Take an active role in the resolution of disputes with residents (see [Appendix A](#)).
- Provide oversight into regular cost studies performed by Recycle BC (see [Appendix B](#)).

### 3.0 Composition of the Committee

Recycle BC shall seek representation from those stakeholder groups with an interest in its PPP program in their capacity as service providers, producers/stewards, environmental NGOs and consumer/residents. Stakeholder groups represented by the Committee may include:

- Environmental NGO Community
- Local government/Collector community
- Local Producer/Steward Community, including organizations and/or associations
- Waste Management Community
- Consumers/Residents

- Must be actively participating in a recycling program at home.

Advisory Committee members are volunteers who may have a mandate from a broader constituency to represent this constituency's views on Recycle BC's program.

Committee members will be asked to serve for three years, with the option to remain on the Committee at the end of their term.

#### **4.0 Leadership of the Committee**

A Chair of the Committee will provide leadership to the Committee, facilitate the discussion of specific issues, and serve the Committee in meeting its requirements.

##### **4.1 Committee Chair**

4.1.1 The Chair will be selected by Recycle BC from amongst Committee members.

4.1.2 The Chair will serve in the position for no more than two years at a time.

#### **5.0 Organization and Administration of Meetings of the Committee**

5.1.1 Recycle BC will make available a senior staff person to act as Secretary to the Committee responsible for assisting the Committee Chair in carrying out his/her duties.

5.1.2 The Secretary shall endeavour to distribute meeting agendas and related materials to the Committee members at least one week in advance of each regular meeting.

5.1.3 The Committee will meet up to four times per year.

5.1.4 The Committee can meet in person or via teleconference, depending on the availability of Committee members.

5.1.5 The Chair, or in the absence of the Chair, a temporary Chair, chosen by the Committee, shall preside at meetings of the Committee.

#### **6.0 Documentation**

6.1.1 Committee members will review the draft minutes and provide any comments to the Secretary within one week of receipt of the draft.

6.1.2 The Chair will finalize the minutes with the assistance of the Secretary, who will then distribute the minutes and related written submissions to the Committee members.

6.1.3 Where the Committee decides to submit a report to the Recycle BC Board of Directors, they will do so at least two weeks in advance of a regular Board meeting. The Committee's recommendations are non-binding and determined through a consensus model.

#### **7.0 Guidelines for Participation at Meetings of the Advisory Committee**

7.1.1 The following guidelines will apply during Committee meetings:

- All members of the Committee will have equal status during discussions.
- Members will be urged to find common ground rather than engage in positional debates.
- Divergent views will be acknowledged and included in meeting summaries.

#### **8.0 Evaluation and Review**

8.1 Members will have an opportunity once a year to evaluate the structure, processes, and operations of the Committee.

## Appendix A – Dispute Resolution

### Role of the Committee

Where a resident has raised a concern with Recycle BC, and where Recycle BC has been unable to resolve the concern to the satisfaction of the resident, and where the resident requests additional recourse for the resolution of their concern, Recycle BC will refer the resident to the Advisory Committee. The Committee will engage with the resident to resolve the concern or provide a consensus recommendation to the Recycle BC Board of Directors. This process is not intended for any party holding a commercial agreement with Recycle BC.

The Committee will hear the resident's concern and, working with Recycle BC staff, will seek to resolve the issue as expediently as possible.

Where required, the Committee may engage the services of an independent mediator to resolve the issue.

Finally, the Committee may present a non-binding recommendation to the Recycle BC Board of Directors.

### Process

Recycle BC management will attempt to resolve any issues brought forth by residents.

Where Recycle BC is unable to resolve a resident's concern to the resident's satisfaction, and the resident requests further recourse for resolution, Recycle BC will refer the matter to:

- a) A member of the Advisory Committee, or;
- b) The Committee as a whole, at which time the Committee will select a member to engage with the resident.

Member selection may occur based on shared geographic location or other area of common interest. The Committee Member will work with a designated Recycle BC staff member to explore further solutions.

If no resolution is achieved through individual member engagement, and the resident requests further recourse, the Committee Member may raise the matter to a hearing with the Committee as a whole. In such instances, the Committee will attempt to arrange a meeting via video conference or, where this is not possible, in-person. The Committee will seek to resolve the concern, engaging with the designated Recycle BC staff member as required to explore solutions.

The Committee agrees to bring forward recommendations to the designated Recycle BC staff member based upon a consensus model (i.e. the Committee must agree as a whole on any recommendations brought forward to Recycle BC).

If the Committee is unable to achieve the resolution of the resident concern after a thorough exploration of options, the Committee may work with an independent mediator to resolve the matter. The mediator or lawyer will prepare a non-binding, formal recommendation for the Recycle BC Board of Directors to review at the next meeting of the Board.

## Appendix B – Cost Study

### Role

Recycle BC undertakes regular studies to determine the costs associated with collecting recyclable materials by contracted parties. These cost studies include engaging with depots, municipal collectors, etc., to ensure the fee structure Recycle BC uses to pay collectors reflects market costs for efficient and effective delivery of service.

The Advisory Committee will provide oversight to Recycle BC's cost studies and, where applicable, the Advisory Committee may share recommendations with Recycle BC based upon a consensus model.

### Process

Recycle BC will engage with the Committee as a whole in both regular quarterly meetings and in special purpose meetings as required to complete a cost study. The Committee will work with Recycle BC staff to provide feedback in a timely manner in keeping with project timelines and objectives.

The components of a cost study include:

- Recycle BC prepares a request for proposals (RFP) to engage a financial accountancy firm through a competitive process.
  - This RFP includes study scope and study methodology (i.e. participant selection, data collection methodology, financial cost criteria, etc.)
  - Recycle BC updates the Committee throughout this process.
- Recycle BC shares the communications collateral announcing the cost study to collectors with the Committee.
- Recycle BC conducts the cost study, and provides to the Committee the findings of the cost study and a draft study report for the Committee's review and comment.
- Following completion of this report, Recycle BC holds a consultation session for all stakeholders interested in the cost study.
- Recycle BC prepares a report to summarize stakeholder comments, including how they were addressed, and prepares adjustments for financial incentives if indicated by the findings of the study.
- Recycle BC provides the findings from the consultation to the Committee.
- The Committee communicates its final comments regarding its oversight of the process via letter to the Recycle BC Board.
- The Recycle BC Board of Directors will review the Committee's letter at the next meeting of the Board.