



**Dear Service Provider,
Thank you for partnering with EPRA Ontario.**

You are now a member of the largest network of qualified processors and drop-off points in Canada. Together we are helping Canadians close the loop and contribute to our zero-waste future.

By partnering with EPRA Ontario, you're joining an integral network of over 2,500 drop-off points throughout Canada and helping to:



- Protect health and safety of workers and handlers.
- Divert e-waste, and other materials from Canadian landfills.
- Ensure the safe and secure destruction of personal data stored on hardware.
- Prevent illegal export or handling by irresponsible recyclers, decreasing environmental issues for the planet.
- Recover and recycle resources that can be put back into the manufacturing supply chain, conserving natural resources.

We value your partnership in providing Canadians with an outlet for safe and secure recycling and we're here to support you.

Included in this Welcome Kit you will find:

- 1x - Welcome Kit Letter
- 1x - Welcome Kit Integrity poster
- 1x - Authorized Drop Off Point sticker
- 1x - Depot Sign sticker
- 2x - What's Accepted sticker
- 2x 24" - Approved Service Provider sticker
- 2x 8" - Approved Service Provider sticker
- 2x 4" - Approved Service Provider sticker
- 2x - Safety and Security poster

Once again, welcome to the program. Please do not hesitate to contact us with any questions.

Thank you,

Pierre Prim
Director of Operations
EPRA Ontario
pierre.prim@epra.ca



Frequently Asked Questions

What happens to the items that are dropped off for recycling?

EPRA Ontario manages end-of-life electronics according to the highest environmental standards at every stage of the recycling process.

Once electronics are collected and sorted, items are sent to an EPRA-approved recycling facility for dismantling and the removal of any substances of concern for proper downstream management. All other materials are separated into different streams to recover such parts as metals, plastics and glass so they can be processed into new products.

How does EPRA Ontario ensure safe and secure recycling?

EPRA Ontario only works with recyclers who have been verified by the Recycler Qualification Office (RQO) under the national Electronics Recycling Standard (ERS), which was introduced in 2004 by the electronics industry to ensure proper handling of end-of-life electronics (EOLE).

The RQO ensures the integrity of EPRA's processors and their downstream partners. All recyclers under the program are audited and qualified to internationally accredited recycling standards. This process ensures that recyclers are maintaining appropriate environmental, health and safety controls, and properly handling all materials.

What steps can the public take to ensure the security of their personal data when recycling electronics?

We encourage Ontarians to take measures to protect their privacy by wiping their drives and clearing their SIM cards before dropping off to an authorized drop-off point.

EPRA Ontario uses a confidential data destruction process utilizing advanced technology to wipe or physically destroy data, hard drives and electronics once collected. EPRA-approved processors recycle in Canada, guaranteeing they are never exported or handled by irresponsible recyclers.

For more information on How to Wipe Your Device, visit: [EPRAON.ca/residential/how-to-wipe-your-device](https://www.epraon.ca/residential/how-to-wipe-your-device)