



2020 ANNUAL REPORT

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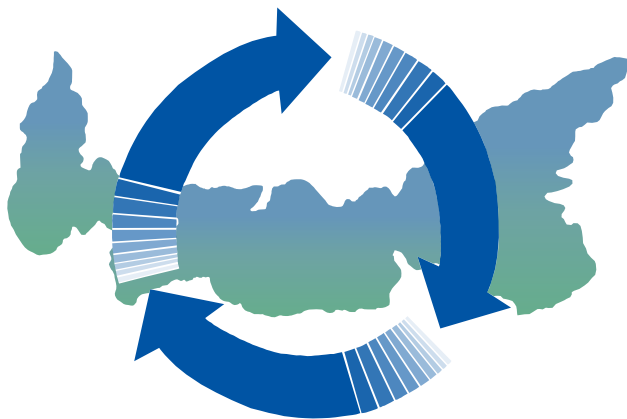


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Honourable James Aylward
Minister of Transportation & Infrastructure
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Minister,

It is a true honour and privilege to serve as the new Chairperson for the Island Waste Management Corporation (IWMC) Board of Directors.

Enclosed, please find the IWMC Annual Report for the period ending March 31st, 2020.

IWMC is a Crown Corporation with a mandate to develop, implement and operate a waste management program for the Province of Prince Edward Island. Waste Watch celebrated its 25th year in 2019. This program has achieved remarkable success since its inception and is highly regarded as one of the best waste management programs in North America. This success would not be possible without the conscious effort of separating waste at source by residents, employees, businesses, and visitors. I commend all stakeholders for doing their part to help divert millions of pounds of waste from Island landfills.

Prince Edward Island's environmental leadership was further exemplified with the enactment of the Plastic Bag Reduction Act on July 1st, 2019. This historic ban of single-use plastic checkout bags eliminates over 30 million plastic bags from circulation on an annual basis. Being the first province in Canada to pass this legislation should give all Islanders a strong sense of pride, as we continue to make choices to protect our environment for future generations.

I would be remiss if I did not mention the impact COVID-19 has had on the Corporation. As Chair, I could not be more proud of the response of IWMC management, staff, drivers, contractors, and the residents of Prince Edward Island. During this time of grave uncertainty everyone worked together to ensure collection services continued uninterrupted. We are truly blessed to live in a province filled with devoted, hardworking individuals who come together in times of crisis.

Waste Watch is a cost effective and an environmentally responsible strategy to managing waste generated on our Island. On behalf of the Board of Directors, I would like to thank all stakeholders for the support and diligence in helping to protect today for tomorrow.

Sincerely,



Matthew T. McKenna



Matthew T. McKenna, CIM®
Chairman
IWMC Board of Directors

Board of Directors

as of March 31, 2020

Matthew McKenna Chairman

Dan Campbell Secretary/ Treasurer

Darren Chaisson Director

Reg Conohan Director

Gabe Keough Director

Ronald MacWilliams Director

Brian Matheson Director

Joe McConnell Director

Brenda Phillips Director



Senior Management as of March 31, 2019

Gerry Moore **Chief Executive Officer**

Sheri Taylor Bradley **Chief Financial Officer
and Customer Service**

Heather Myers **Disposal**

Merie Surkan **Public Relations
& Education**



For the fiscal period ending March 31, 2020, both Prince Edward Island and IWMC achieved a significant milestone with the July 1, 2019 launch of the provincial Plastic Bag Reduction Act. PEI became the first province in Canada to pass legislation to ban single-use plastic carry-out bags. Over 30 million plastic bags generated annually were eliminated by encouraging residents and visitors to use reusable bags. Another highlight achieved during this period was the introduction of additional products to be recycled through PEI's Electronics Recycling Program. IWMC's stewardship partnerships go a long way in recycling end-of-life products through safe recovery and the return of these resources to the supply chain.



Gerry Moore
CEO, IWMC

Significant challenges faced over the past year were Hurricane Dorian and the start of the COVID-19 pandemic. The destruction caused by Dorian resulted in an overwhelming volume of debris requiring cleanup partnerships between IWMC, The Department of Transportation, Infrastructure & Energy and other municipalities. IWMC's sites provided options to Islanders to help dispose of storm debris and spoiled food caused by the storm and extended power outages. The issues related to the COVID-19 pandemic were initially felt on PEI in March 2020. While collection services were not impacted, the Corporation complied with Public Health directives to help control the spread of the virus by reducing some of its disposal services. Although some disposal and in-person contact services were affected, all of IWMC's disposal facilities and administration offices remained operational. IWMC's management, staff and contracted collection drivers appreciated the understanding and cooperation from Islanders during this period of uncertainty.

In closing, I would like to acknowledge all essential workers including our contracted collection drivers, private disposal facility staff, IWMC employees and other essential workers on the Island who continued to serve during the pandemic.

Moving forward, IWMC will continue to work with Public Health officials until the current situation has concluded and Islanders have been able to return to a situation somewhat closer to normal.

Sincerely,

Gerry Moore, Chief Executive Officer
Island Waste Management Corporation

Island Waste Management Corporation (IWMC) is a provincial Crown Corporation, created in May 1999, pursuant to the Environmental Protection Act. The Corporation is organized under a Board of Directors and is responsible for the administration and delivery of a cost-effective and environmentally-responsible waste management system for the province of Prince Edward Island.

THE WASTE WATCH PROGRAM

- In the early 1990s, a committee comprising of local, municipal and provincial officials was established and tasked with siting a location for a new landfill as a local disposal site was nearing capacity.
- The committee determined that waste management on PEI required 'rethinking' in order to move forward in a more environmental manner.
- Waste Watch is a made-on-PEI program to reduce landfill space by composting organics, marketing recyclables, and properly managing items that require special handling and disposal.
- Waste Watch is a mandatory program where residents, businesses and visitors must separate the waste they produce at source.
- The East Prince Waste Management Facility (PEI's only current landfill) was built in 1994, and Waste Watch was implemented to approximately 12,500 homes and businesses.
- The Waste Watch Program was expanded Island wide in 2002, and all remaining community dumps were closed.

PEI'S SUCCESS STORY

The residents of Prince Edward Island have proven that the goal to divert waste from landfill can be achieved. A 2014 Statistics Canada study reported that PEI was the Canadian leader in waste management. Their report indicated that Canadians diverted 255 kg of material per person. On PEI, 429 kg per person was diverted through composting, recycling and special disposal programs.

Waste Watch, PEI's solution of separating waste at source, has achieved remarkable success and is recognized as one of the best waste management programs in North America.



*On PEI, the initial sorting
of 'waste' into
**RECYCLABLES, COMPOSTABLES
& WASTE**
at the source is the key
to our success.*



RESIDENTIAL PROGRAM

- Households are provided with a compost cart and a waste cart, each collected bi-weekly.
- Recyclables are collected monthly, and a Saturday morning drop-off service is available to supplement this service.
- Cottage collection is provided from June through October with extended service available upon registration.
- Multiple-unit dwellings are provided with a set of carts per unit, or several units may share carts.
- Spring & Fall Cleanup is offered to assist homeowners with disposal of material not collected during regular collection.
- Christmas Tree collection is provided every January, or residents can self-haul trees to a Waste Watch Drop-Off Center for free disposal.
- Household user fees are included in the Province's annual Property Tax bill.



INDUSTRIAL, COMMERCIAL & INSTITUTIONAL SERVICES (IC&I)

- Businesses must arrange for a waste contractor or may self-haul material to a Waste Watch Drop-Off Center.
- Fees are based on weight for commercial waste.
- Improperly sorted material is subject to a surcharge.
- Participation is mandatory and business must provide proper sorting receptacles for employees and customers.



- Provisions are in place to manage public waste (material generated by the public at events, festivals, in public spaces and dining areas not controlled by staff).
- Hazardous wastes produced by this sector are not accepted at IWMC facilities. Businesses must contract this service with private hazardous waste carriers.

SERVICES OFFERED BY IWMC	RESIDENTIAL	MULTI-UNIT DWELLINGS	COTTAGES	IC&I SECTOR
Bi-weekly Cart Collection	✓	✓	✓	✗
Monthly Blue Bag Collection	✓	✓	✓	✗
Free Saturday Morning Blue Bag Drop-Off	✓	✓	✓	✗
Spring & Fall Cleanup	✓	✓	✗	✗
Christmas Tree Collection	✓	✓	✗	✗
FREE HHW, ink cartridge, large bulky furniture, meds, & sharps disposal	✓	✓	✓	✗
FREE batteries, lead-acid batteries, cell phones, tires, white goods, electronics, light bulbs, motor oil, paint products disposal	✓	✓	✓	✓
Maximum \$20 cap for sorted materials at WWDC	✓	✓	✓	✗
Cart deliveries, repair & maintenance	✓	✓	✓	✗
Operation of IWMC offices, disposal facilities and program administration	✓	✓	✓	✓

PEI's sorted waste material is processed for final disposal at one of the following facilities:

- **Central Compost Facility** (organics processing)
- **East Prince Waste Management Facility** (fully-lined landfill cell)
- **PEI Energy Systems** (energy from waste facility)
- **GreenIsle Environmental Inc.** (recycling facility)

Some materials received at IWMC's facilities require special handling and disposal as specialized facilities are not currently available on PEI. Materials requiring special disposal (i.e. hazardous waste) are sent off Island for appropriate processing and/or final disposal.

Six Waste Watch Drop-Off Centers are geographically located across the province to offer disposal services to the general public as well as small business owners. Sorted material is transported from the WWDCs to the appropriate final disposal location.

CENTRAL COMPOST FACILITY (CCF)

The Central Compost Facility, located in Brookfield, is owned by IWMC and operated under contract by ADI International (PEI). Source-separated organic feedstock is delivered to the site by private haulers and weighed, categorized and dumped on the tipping floor of the Receiving Building. Obvious contaminants are removed and the material is loaded into a coarse shear shredder then over a disc screen that separates the larger organics (i.e. boxboard) from smaller organics (i.e. food scraps). Organics (both large and small) go through separate sorting lines where contaminants are removed. Large organics are shredded to reduce their size and stored in holding bunkers. Yard debris such as branches and leaves are ground using a large shredder.

CCF received 19,700 tonnes of organic material and produced approximately 9,764 tonnes of final product. Regular sampling was performed and analyzed for the parameters outlined in the Environmental Protection Act Waste Resource Management Regulations issued by the Department of Environment, Water and Climate Change (DEW&CC). All finished compost is used entirely on PEI, mostly for agricultural-related uses.

COMPOST PRODUCED AT CCF

FISCAL YEAR	TONNAGES RECEIVED	COMPOST PRODUCED
2020	19,700	9,764
2019	18,998	8,693
2018	19,051	7,837
2017	19,271	10,856



Central Compost Facility (CCF)



East Prince Waste Management Facility (EPWMF)



PEI Energy Systems



GreenIsle

EAST PRINCE WASTE MANAGEMENT FACILITY (EPWMF)

EPWMF, owned and operated by IWMC, is located in Wellington Centre, PEI and serves as a final waste disposal facility for contracted haulers. EPWMF is the only sanitary landfill within the province and features the following:

- second-generation lined landfill
- on-site wastewater treatment facility
- windrow composting facility
- tire storage
- Waste Watch Drop-Off Center
- drop-off depot for stewardship products
- household hazardous waste receiving facility
- mattress/box spring recycling depot

During this fiscal period, a front entrance lane was added and paved. Waste materials destined for landfill are generated primarily from Prince County. Material generated in the remaining areas of PEI is transported to PEI Energy Systems.

LANDFILL

The landfill is approximately 22 acres in size and is being developed in six cells with a potential for a seventh cell. A high-density, polyethylene synthetic liner is used to prevent leachate migration into the groundwater. Waste loads arriving at EPWMF are inspected for content and contamination prior to spreading on the landfill. Waste is covered daily with either bottom ash, construction and demolition material, compost screenings or clay. The first section of Cell 6 was opened on October 10, 2019 to receive waste.

EPWMF WASTE WATCH DROP-OFF CENTER (WWDC)

A WWDC is located at EPWMF for the general public and small businesses. This depot provides convenience to both residential and commercial customers to unload their sorted material. The WWDC houses five containers at a lower elevation as well as areas to store construction and demolition debris, asphalt shingles, yard and garden debris, bulk waste, white goods, electronics, and a household hazardous waste depot. Waste material is taken from this area and landfilled on site, while other materials are transported to appropriate final disposal facilities or off Island for recycling or special disposal. The metal and white goods area was paved in July 2019.

CONTAMINATED SOIL

During the fiscal period, 4,854 tonnes of contaminated soil was received at EPWMF and treated according to Contaminated Soils Management Strategy.

COMPOSTING OPERATIONS

EPWMF processes special organic materials such as potatoes from local food processing operations in its aerobic, open windrow composting operation. Compost produced at EPWMF is utilized on site as intermediate cover material at the landfill cell.

EPWMF - TONNAGE (Fiscal Year)

TYPE	2020	2019	2018
Waste	29,129	27,439	27,961
Bottom Ash	10,221	9,730	9,086
Compost	2,778	1,350	1,027
Contaminated Soil - Residential	547	1,661	2,739
Contaminated Soil - Commercial	4,307	1,147	1,088
Hazardous Waste (Est.)	24	21	24
Metals & White Goods	153	129	121
Tires	2,641	2,425	2,560
Contaminated Material	690	715	1,568
Recyclable Silage Wrap	131	131	119
TOTAL	50,621	44,747	46,293



USED TIRE MANAGEMENT

EPWMF houses a storage site for used tires that are collected across geographical sites on the Island through a private contract. The Department of Transportation, Infrastructure & Energy (TIE) took over the management of tires on February 1, 2020.

From April 1, 2019 to January 31, 2020, 2,642 tonnes of tires were collected from sites across PEI and delivered to the used tire storage site. During the timeframe April 1, 2019 to January 31, 2020, 3,160 tonnes of tires were transported as follows:

- 1,440 tonnes shipped to Quebec to be used as tire derived fuel;
- 1,065 tonnes shipped to Quebec for recycling;
- 604 tonnes chipped and hauled by TIE to use on a trial basis on local roadways;
- 51 tonnes sent to local farmers to be used to hold down plastic covering silage.



WASTEWATER PRODUCTION TREATMENT AND MONITORING

EPWMF's wastewater treatment system consists of an aerated lagoon, settling lagoon and a constructed wetland. Wastewater is pumped through the force main into the aerated lagoon where air is introduced to assist in the treatment process. The material then flows to a settling pond. From the settling pond, treated water flows through a constructed wetland made up of natural vegetation.

During this reporting period, 33,757 cubic meters of wastewater was captured in the collection system and treated on site. No leachate was sent off site for treatment. Monthly samples were drawn for laboratory analysis from sump buildings at each of the six cells and analyzed under the parameters outlined in the Department of Environment, Water, and Climate Change (DEW&CC).

The on-site wastewater treatment system is monitored for flow rates every day the site is open. On a monthly basis, the effluent from the aerated lagoon and settling lagoon are sampled for analysis. Effluent from the constructed wetland is sampled monthly otherwise directed by DEW&CC. Total Nitrogen and pH was sampled at the outfall and beyond on a monthly basis from April 2019 through January 2020 and in March 2020. A PAH sample was collected in April and November 2019. All monitoring results are forwarded to DEW&CC on a regular basis.

GROUNDWATER AND SURFACE WATER MONITORING

IWMC conducts groundwater and surface monitoring once annually, in the summer. There are a series of groundwater monitoring wells (GMW) throughout the EPWMF facility. Stantac Consulting Ltd collected samples from groundwater monitoring wells in July 2019. Surface water samples were also collected from the storm water retention ponds, connecting manhole access ports and spring (artesian well). The samples were analyzed at a laboratory for the parameters outlined by the DEW&CC of the Environmental Protection Act Waste Resource Management Regulations.

PEI ENERGY SYSTEMS (PEI ES)

PEI ES is a privately owned and operated incinerator which burns municipal solid waste under contract with IWMC. The facility provides steam and/or hot water heat to a 15-km heat distribution system throughout the core area of the City of Charlottetown. The plant serves over 60 customers and heats 125 buildings, including all the provincial buildings, the University of PEI (UPEI), Holland College, two shopping malls and many other apartment and commercial buildings in the centre of Charlottetown. Energy for cooling is also provided to the Queen Elizabeth Hospital and UPEI. During this fiscal period, 26,243 tonnes of waste were processed for energy.

A total of 373 tonnes of fly ash generated at PEI ES was collected, transported and properly disposed of at an approved off-Island facility. Terrapure Environmental Systems has a 5-year contract to provide this service which was tendered in March 2016 and expires in May 2021.

WASTE WATCH DROP-OFF CENTERS (WWDCs)

In addition to the WWDC located at EPWMF, IWMC has established five other sites across PEI to accept items not collected at curb and to provide disposal alternatives for small business owners to self-haul sorted material. With the exception of GreenIsle, WWDCs are owned and operated by IWMC. GreenIsle, located in Charlottetown, is owned by GreenIsle Environmental and operated under contract with IWMC. At the WWDC, material is received, stored and subsequently transferred to a final disposal site or recycling facility by IWMC staff using two tandem axle roll-off trucks. The operating system consists of a series of disposal stations using 40 to 50 cubic yard roll-off containers. When customers arrive at a WWDC, vehicles are weighed, and sorted material is taken by the customer to the appropriate station. Disposal fees are charged for most items with the exception of those managed through stewardship programs and the following:

- Large household furniture (mattresses, couches, etc.)
- White goods (fridges, stoves, etc.)
- Tires
- Household hazardous waste
- Clean agricultural silage wrap

Each WWDC site is attended by a scale operator and a site inspector and is open to the public various hours based on seasonal needs. GreenIsle and EPWMF are open Monday to Saturday, however, rural sites are operational between 2.5 and 3.5 days per week, some with increased hours during summer to accommodate heavier demands.

COVID-19 AT WWDCs

In compliance with PEI's Public Health Directive, IWMC introduced public health measures to help stop the introduction and spread of COVID-19 at our Waste Watch Drop-Off Centers. Our disposal facilities remained opened regularly scheduled hours, but effective mid-March limited disposal to only essential compost, waste and recyclables generated by the business and institutional sector. In addition, excess volumes of residential waste, primarily from the multi-unit dwellings were accepted to help prevent odour and other health concerns. Non-essential waste such as special disposal material (computers, paints, lightbulbs, etc.) and material generated within households that would normally be collected at curbside were not accepted until restrictions were later lifted by subsequent Public Health directives. During the pandemic, no scavenging or picking was permitted at IWMC facilities.

Core measures were adopted at Waste Watch Drop-Off Centers to allow for physical distancing. Gate signs were erected to inform visitors about material accepted and not accepted, and these signs were updated as required. Additional staff from IWMC and representatives from the Department of Transportation, Infrastructure & Energy were reassigned to control traffic in order to limit the number of customers on site at any given time. Plexiglass was added to scalehouse windows to protect staff and customers, and enhanced cleaning and hand washing protocols were also put in place.

GREENISLE ENVIRONMENTAL

Under contract with IWMC, the GreenIsle recycling facility in Charlottetown is the major processor of recyclables for Prince Edward Island. This privately-owned facility receives, processes and ships over 250 tonnes of recycled materials to markets per week. Materials such as PET#1, HDPE#2, rigid and film plastics #2 - #5, coloured and clear glass, metals, corrugated cardboard, newsprint, and mixed office paper are processed. The organization also operates a smaller recycling facility in Summerside, PEI where corrugated cardboard is processed.

MATERIALS RECEIVED AT WWDCs* (Tonnes per Fiscal Year)

WWDCs	2020	
	**CUSTOMERS	TONNAGE
Brockton	6,155	1,379
Dingwells Mills	7,045	1,037
GreenIsle	59,123	14,026
Murray River	6,202	840
New London	8,088	1,181
TOTAL	86,817	18,463
* At EPWMF, WWDC customers and tonnages cannot be tracked separately from other material received at this site.		
** Based on customers charged disposal fees. IWMC does not track customers delivering items accepted for FREE.		

TOTAL TONNAGE (PEI Final Disposal Sites)

SITE	2020	2019	2018
EPWMF	50,621	44,747	46,293
PEI ES	26,243	25,784	25,421
CCF	19,700	18,998	19,051

PEI TOTAL WASTE VOLUMES (Tonnes per Fiscal Year)

MATERIAL TYPE	2020	2019	2018
VOLUMES REPORTED - By IWMC:			
Compost (contaminants removed)	21,410	19,766	19,370
Waste	55,851	53,455	55,011
Tires	2,642	2,425	2,560
HHW	147	148	161
Silage	51	132	80
Mattress/Box Springs	342	335	337
VOLUMES REPORTED - By Third Party Organizations			
* Recyclables	15,117	15,091	13,421
* Metals and White Goods	18,157	15,572	19,782
* Electronics	430	458	572
* Lights	6	8	7
* Used Oil Program	239	379	346
* Sharps & Pharmaceuticals	12	11	10
* Paints	145	136	136
* Batteries (including lead-acid)	682	166	215
* Other Provincial Programs	1,898	2,080	1,962
TOTAL	117,129	110,162	113,970

* These materials are processed directly and volumes reported by third party organizations

FORMER COMMUNITY DUMP SITES

Queens County Regional Landfill, located in the community of Milton, is no longer in use. The building and site are used for storage of Waste Watch carts and roll-off containers. Stantec Consulting Ltd. collected samples from 17 groundwater monitoring wells in July 2019. The samples were analyzed at a laboratory for the parameters outlined in the DEW&CC – Waste Resource Management Regulations.

Stantec has a contract to conduct yearly sampling at former landfill cells in Cardigan and St. Eleanor's. In June 2019, sampling was conducted from 21 monitoring wells in Cardigan. Also, 6 wells and 4 stream locations at St. Eleanor's were sampled in July 2019. These samples are sent to a laboratory for analysis and a report is issued to IWMC for each site. The reports are also submitted to the DEW&CC to fulfill the commitment for continued monitoring at closed landfill sites.



DIVERSION FROM LANDFILL

For the fiscal year ending March 31, 2020, PEI has diverted 61,278 tonnes of material from landfill.

This does not include:

- material that is diverted privately (such as recyclables, metals, cooking oils, etc.);
- cardboard and plastics from larger commercial establishments such as Cavendish Farms, Wal-Mart, etc. who recycle outside of IWMC's system;
- waste diversion activities such as backyard composting, grasscycling, commercial mulching operations, etc.

Provincial programs noted on the diversion chart (see left) include beverage container bottles and CleanFarms Programs including pesticide containers/bags, obsolete pesticides and livestock medication.

Landfill at Wellington





Special disposal material at GreenIsle



Paint products for recycling

ELECTRONICS ADDED TO PEI's RECYCLING PROGRAM in 2019

- external storage drives
- electronic readers
- video gaming equipment
- GPS equipment
- microwave ovens
- large floor standing printers & copiers



STEWARDSHIP PROGRAMS

PEI is fortunate to have several successful stewardship programs. These programs require manufacturers of certain consumer products to take financial and environmental responsibility for end-of-life management for these products. What this means is that manufacturers manage the collection and recycling of their used or unwanted products from consumers and commercial generators. The framework for stewardship programs on the Island is in the form of agreements with the Province and various associations that act on behalf of manufacturers of the products involved.

PAINT STEWARDSHIP PROGRAM

The Paint Stewardship Program is managed by Product Care, a non-profit organization that operates a variety of product recycling stewardship programs across Canada. No recycling fee or environmental handling fee is added to the retail price of paint products, and the cost of disposal is covered completely through the program. Paint products and aerosols which are part of the program are accepted at no charge from commercial and residential customers at all WWDC locations. During this fiscal period, 145.22 tonnes of paints and aerosols were received and transported off Island for recycling.

LAMP STEWARDSHIP PROGRAM

This program is operated and managed by the Product Care Association and is funded by environmental handling fees remitted by lamp product manufacturers and distributors. It includes all end-of-life intact lamp products such as Fluorescent tubes, Compact Fluorescent Lamps (CFLs), High Density Discharge (HID), Incandescent, Halogen and Light Emitting Diode (LED) lamps. During the fiscal year, 6.48 tonnes were collected by IWMC and shipped off Island for recycling.

ELECTRONIC RECYCLING PROGRAM

The Electronic Recycling Program is managed in collaboration with the Electronic Products Recycling Association (EPRA) a national, non-profit organization entrusted with improving the efficiency and effectiveness of Canada's regulated electronics stewardship programs.

Fees are applied to the sale of new electronic products through EPRA, and these fees are used for the administration, collection, transportation and responsible recycling of this material. The funds also help cover the cost of recycling older electronic products to ensure they are processed responsibly. WWDCs are designated to accept the program's electronics from commercial and residential customers at no charge on behalf of EPRA. During this fiscal period, six new categories of electronics were added to PEI's Electronic Recycling Program. A total of 430 tonnes were shipped off Island for recycling.



Light storage at WWDC



Lead-acid batteries for recycling



AUTOMOTIVE LEAD-ACID BATTERY PROGRAM

Through this stewardship initiative, lead acid batteries (LABs) are collected and returned for recycling. Products include all LABs such as those used to start vehicles, boats and recreational vehicles as well as commercial trucks, public transport (buses, planes, forklifts). LABs are also used to power electronics, telecommunications systems, fire alarms, and provide back-up power for computer systems, data centers and for alternative energy applications. LABs range in size from 5 kg to thousands of kg. IWMC's drop-off depots are included as Canadian Battery Association's approved collection facilities. During the fiscal year, 644.5 tonnes of LABs were recovered and sent off Island for proper disposal.

USED OIL, GLYCOL, FILTERS & CONTAINER RECYCLING PROGRAM

PEI has a stewardship program with Used Oil Management Association Atlantic (UOMA-Atlantic) to collect, process and recycle a program for used oils, used glycol (antifreeze), used oil and glycol (antifreeze) containers with a capacity of 50 litres or less (including used lubricant aerosol and brake cleaner containers) and used filters. IWMC's WWDCs are registered as collection facilities for this program. During the reporting period, a total of 238.91 tonnes of products under this stewardship program were recovered and transported off Island for processing.

HEALTH PRODUCTS STEWARDSHIP PROGRAMS

In collaboration with the Health Products Stewardship Association, a national industry stewardship organization representing companies that introduce medication and medical products with sharps into the marketplace, PEI has the following stewardship programs:

Island Medications Return Program

This program includes medications, both prescription and over the counter drugs such as pain & cold medication, natural health products, vitamins and supplements, for the residential sector. Customers are instructed to return unused/unwanted medication to any Island participating pharmacy. During this fiscal period, 4.10 tonnes of medications were returned under this program and transported to PEI ES for final disposal.

Island Sharps Collection Program

This program covers needles, needle tips, syringes, insulin pens, lancets and other sharps used by the residential sector. Customers were advised to visit any participating pharmacy to pick up a **FREE** approved sharps container, and then to return these containers when filled to the pharmacy. During the reporting period, 7.70 tonnes of sharps were collected and transported to PEI ES for disposal.

BATTERY RECYCLING PROGRAM

Call2Recycle became PEI's official stewardship organization for collection and recycling of batteries in March of 2019. During this fiscal period, 37.33 tonnes of rechargeable and non-rechargeable batteries were sent to Call2Recycle.

SPECIAL DISPOSAL PROGRAMS

The success of the Waste Watch Program hinges on all customers — residential and commercial — doing their part to sort waste resources as they are generated. While recyclables, compostables and waste represent the bulk of material generated, customers must also ensure that items represented by stewardship and other disposal programs are managed appropriately. The following Special Disposal Programs are managed by IWMC and funded by its operations:

HOUSEHOLD HAZARDOUS WASTE (HHW) PROGRAM

Household waste material that poses a risk to health, safety or the environment is considered HHW. This includes products which are corrosive, reactive, toxic, or flammable as well as products that contain heavy metals.

EXAMPLES OF HHW INCLUDE:

- adhesives, silicone, etc.
- items containing mercury
- pesticides, herbicides, etc.
- batteries
- personal care products
- cleaners
- propane cylinders
- aerosol cans (with contents)



IWMC has established HHW depots at all WWDCs. These depots are equipped with conventional personal protective gear and safety equipment, and staff responsible for the direct handling of HHW are provided with specialized training. Due to the nature of these products, HHW is never collected curbside. Residents must deliver them to a HHW depot at no charge. During this fiscal period 147 tonnes of household hazardous products were returned by the residential sector to a HHW depot at no charge for proper disposal.

With the exception of products included in PEI's stewardship programs mentioned earlier in this Annual Report, hazardous waste produced by the industrial, commercial and institutional sector are not accepted at IWMC facilities. Businesses must safely and properly dispose of this material by making arrangements with a hazardous waste carrier.

SILAGE & BOAT SHRINK WRAP PROGRAM



Silage and boat shrink wrap is accepted at no charge at WWDCs from the farming and commercial sectors. During this period, two loads (51.35 tonnes; 47 bales) were shipped to Goodwood Plastics Products Inc., in Stewiacke, NS for recycling into plastic lumber. Customers delivering dirty or contaminated silage wrap are charged the waste disposal fee as this material cannot be recycled.



Hazardous Waste Depot at GreenIsle



Silage wrap for recycling



Mattresses for shipping off Island



Cell phones for recycling

METALS AND WHITE GOODS

During this fiscal period, IWMC reported 18,157 tonnes of metals and white goods recycled on PEI. This number represents material accepted and processed by privately-owned and managed scrap metal dealers. White goods, or items such as fridges, stoves, washers, freezers, etc., are accepted at all WWDCs at no charge. Through contract with IWMC, RDMD provides a service to remove harmful ozone depleting substances such as Freon, and the white goods are then transported to recycling markets. WWDCs accept metal products from residential and commercial customers. There is a disposal fee imposed on metals.

Small metal household items are considered part of IWMC's Blue Bag Program. Items that contain 50% or more metals may be placed directly into blue bags for monthly collection. Larger items such as barbeques, are also collected provided these materials have been dismantled and are within 50 lb and 4 ft.

MATTRESS / BOX SPRING RECYCLING

IWMC diverts mattresses and box springs from landfill by shipping off Island for recycling. Approximately 95% of each mattress and box spring can be recovered by recycling markets. Products such as cottons and textile fibers, steel and wood are removed and separated from mattresses and box springs and are remanufactured. During this fiscal period, 342 tonnes representing 14,485 mattresses and box springs were shipped to Matt Canada in Quebec for recycling. This saved an estimated 8,257 square meters of landfill space. Mattresses and box springs are accepted at WWDCs at no charge from homes.

OTHER DISPOSAL & RECYCLING PROGRAMS

While IWMC has the mandate to manage waste on PEI, other programs which are administered by various government departments and private industry exist throughout the Province. Some of these programs include:

- Beverage Container Refund Program
- Pesticide Bag & Container Disposal
- Laser & Inkjet Cartridge Recycling
- Construction & Demolition Disposal Facilities
- Propane Tank Exchange Program
- Tires (included in EPWMF section)





Ongoing communication with the public is a critical component for the success of the Waste Watch Program. While most Islanders have adopted good sorting practices into their day-to-day lives, reminders are often necessary. It is also important to ensure that the public is aware of any new waste management initiatives and to share our successes with our customers.

EDUCATION

Education Program

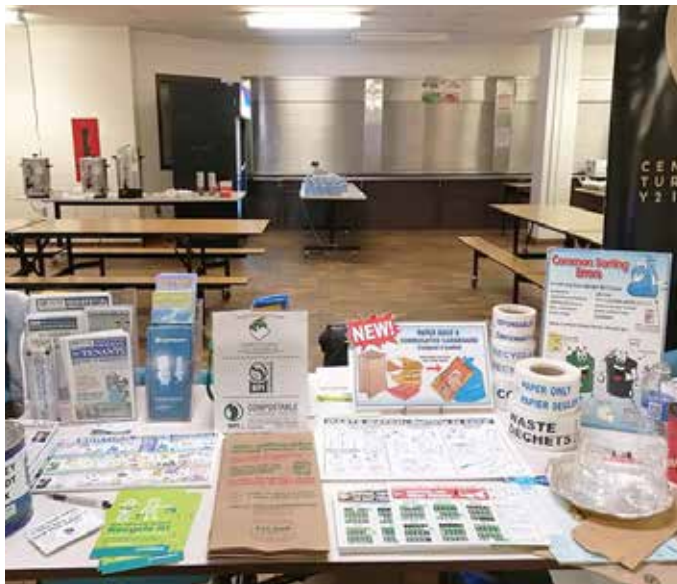
IWMC produced a variety of tools to assist customers with participation in the Waste Watch Program and to help reinforce required changes. These tools include a semi-annual newsletter/calendar, sorting guides, website, social media, radio ads, and notices in local community newsletters. PR staff work with businesses, institutions, community groups and municipal/provincial government organizations to support waste management initiatives. The Corporation also supports organizations working with newcomers representing various cultures and languages to help engage participation in Waste Watch. All material produced by IWMC is available in English and French, and sorting guides are available in Mandarin and Arabic.

IWMC participated in the development of a survey to help determine attitudes and behaviours regarding the use of plastic products. The survey indicated that 8/10 respondents were concerned about single-use plastic generated by the food service industry. Feedback from drivers and site inspectors also pointed to mixed waste in loads, stemming from confusion with compostable and biodegradable products used by the food service industry in their attempt to reduce plastic. In response, IWMC developed educational material to help business owners choose 'greener' products, and to assist residents with proper sorting of some of the new packaging produced in today's market.

During this fiscal period, preliminary work was undertaken on an improved, mobile-friendly website. In addition, IWMC contracted with Recycle Coach to develop a new interactive, mobile, sorting guide and a text notification system to provide information and remind homeowners about collection. The app would also be used to support announcements on storm collection disruptions.

Plastic Bag Reduction Act

PEI's Plastic Bag Reduction Act went into effect on July 1, 2019. The Act encouraged Islanders and visitors to use reusable bags when shopping in an effort to reduce over 30 million single-use plastic bags generated annually on the Island. While the Act was championed by the Department of Environment, Water and Climate Change, IWMC worked in tandem with department representatives to help provide education to residents on changes to sorting as a result of the increase in the use of paper bags. Sorting guides, sorting posters, and IWMC's online interactive sorting tool were updated to support the changes.



Event set up



Aftermath of Hurricane Dorian

Schools and Institutions

The Corporation works closely with schools, post-secondary establishments and other institutions. When requested, IWMC staff support faculty, staff and administration by designing and developing custom educational tools to facilitate sorting for the target audience. Dialogue with cafeteria contractors is part of the process when working with schools. Recommendations are made to reduce the amount of waste generated by simply incorporating alternate choices for serving lunches.

Our Interactive Sorting Game is very popular with students of all ages. These graphic-based tools are effective particularly for students new to the Island or those with language or disability barriers. They are particularly useful at the kindergarten and early grades where children tend to respond better to visual stimuli.

Presentations, Tours and Events

By request, IWMC employees deliver custom presentations to schools, community groups, businesses, and at conferences or symposiums. Presentations may include an overview of IWMC, a comprehensive synopsis of the Waste Watch Program and Sorting Guidelines, or may be specific on a topic such as composting. This year, IWMC staff participated in a number of events and symposiums, including the following:

- UPEI Atlantic Summer Institute
- PEI Farm Center – Engaging Youth in the Era of Climate Change Program
- CBDC Western PEI - Neighbour to Neighbour Event
- PEI Association for Newcomers - Canada School
- Congrès Mondial Acadien

IWMC encourages the public and schools to tour its facilities, and assists with the coordination of tours to privately-owned waste management partners such as GreenIsle and PEI Energy Systems.

Hurricane Dorian

On September 8, 2019, Hurricane Dorian caused extensive tree and structural damages on PEI due to extreme winds and subsequent flooding. In addition, the loss of electricity in many communities across the Island resulted in considerable loss of perishables (freezer inventories). IWMC worked with the Department of Transportation, Infrastructure & Energy (TIE) to develop and launch cleanup strategies to assist those impacted. In addition, a public awareness program was put in place to ensure Islanders were aware of storm cleanup options and support available.

Tree and limb debris volumes were in excess of what CCF could accommodate, and the magnitude of material was impossible for drivers to collect on residential runs. Debris removal was provided by TIE through a special storm cleanup effort. Waste Watch Drop-Off Centers were opened extended hours for several weeks to accept storm tree debris free of charge from home and business owners. Spoiled food was also accepted free of charge. Material from structural damage was accepted at WWDCs at the regular disposal rates.

CURBSIDE EDUCATION & SUPPORT

IWMC's Curbside Education Program plays a huge role in ensuring sorting levels are satisfactory. The Compliance Officer worked closely with contracted drivers to identify problem areas. Homes on these targeted routes were visited to assess sorting levels in waste carts. This program has been very successful, and not only has resulted in much improved sorting levels, but also provided IWMC with the opportunity to recognize and acknowledge customers that were doing a great job.

Attention tags were left with carts requiring correction to sorting behaviours, and in cases where no evidence of any sorting whatsoever were observed, the Compliance Officer attached a rejection notice to the cart, and notified the respective driver. When a cart is rejected, customers have two choices: resort the material for their next collection, or take the cart contents to a Waste Watch Drop-Off Center and pay the mixed-waste surcharge for disposal. A rejected cart is IWMC's opportunity to gain the homeowner's attention and to improve their sorting behaviours.



Compliance Officer on duty



Gratitude during Covid-19

PARTNERSHIPS & COMMUNITIES

IWMC partners with several organizations that are committed to the environment and where their key values align with our mandate. This year, IWMC worked very closely with the City of Charlottetown with the development of a Sustainable Living Guide. This included several presentations and lunch sessions on Greening up your Business and participation in the Charlottetown Fix It Fair. The Corporation also partnered with the Kensington North Watershed Association and co-presented a number of workshops focused on items requiring special disposal, and in particular, hazardous farm wastes. A brochure was co-developed and distributed to all homes and farms within the Kensington North jurisdiction to help raise awareness and promote proper sorting.

The Corporation plays a vital role in the annual Women's Institute Roadside Cleanup. Collection bags are procured by IWMC on a cost-sharing basis with the Provincial Government. All partners work together to ensure the event is well advertised and bags available to participants from one end of the Island to the other. IWMC supports and participates in other community partnerships such as the Charlottetown Adopt-A-Corner, Children's Wish Christmas Tree Lane, and Adopt-A-Highway. Annually, we sponsor a Reduce, Reuse, Recycle Category in the Rural Beautification Society contest, and IWMC was the recipient of the 2019 Shaw Award for its long-standing support of the society's initiatives.

COVID-19

In response to the pandemic and some of the restrictions put in place at IWMC's disposal facilities, a number of educational pieces were developed. These tools focused on protocols to control the spread of the virus with respect to Waste Watch collection. Homeowners were instructed on steps to be taken to protect themselves and drivers. The Corporation relied heavily on social media, website, and contracted with local media to communicate these important messages.

CUSTOMER SUPPORT & EDUCATION

Customer Service is very important and is integral to the overall success of the Waste Watch Program. IWMC's Customer Service Center has been established as a call center to provide support to residential, commercial, and institutional Island customers as well as visitors to our Province. Representatives are able to answer questions on a wide range of topics related to our programs and provide customers with the knowledge and confidence needed to fully participate in the program. Examples of some of the calls/tasks managed by our Customer Service Center (CSC) include:

- Resolution of collection issues for the residential sector;
- Assisting new residents with an overview of PEI's waste management program;
- Assigning and making arrangements for Waste Watch carts at newly-constructed properties;
- Working with property managers of multi-family dwellings to develop solutions to their specific challenges;
- Resolution of road access problems;
- Sorting inquiries from home and business owners;
- Coordinating special collections for participants with unique needs.

A team of Operational Support Technicians provide Island-wide support to customers through Work Orders generated by Customer Services. Work orders include delivery, repairs, and cart exchanges, property and road assessments and collections as required.

IWMC has made a commitment to provide services in both English and French in collaboration with the French Languages Services Act. The Corporation also works with various groups and organizations that support newcomers by offering material and educational tools to help new residents and those speaking other languages become familiar with the expectations of the Waste Watch Program.



CONTRACTOR/DRIVER LIAISON

Residential compost, waste and recyclable collections are provided through contracts with private haulers. Good communication between contracted drivers, customers, and the CSC is important. When drivers experience curbside issues, CSC works with them to help provide a resolution.

Drivers are responsible for curbside education. Tools have been developed to help them communicate with customers and to let them know where improvements to sorting are required. Drivers complete Daily Collection logs which are forwarded to the CSC on a daily basis. This ensures smooth transition of information to enable our team to provide excellent customer service.

The CSC is also involved with new driver training and orientation. Driver and contractor meetings are also held on a regular basis to dialogue about respective challenges and issues and to provide information about changes to programs. Enhanced communication and education on COVID-19 guidelines in compliance with Public Health were put in place to support drivers during the pandemic.



WASTE WATCH USER FEES (Fiscal Year 2020)

Household User Fee	\$205 Annually
Cottage User Fee	\$95 Annually
Tippage Fee - Final Disposal	\$100 Per Tonne
Tippage Fee - WWDC	\$115 Per Tonne



HOUSEHOLD COUNT	HOUSEHOLDS	COTTAGES
March 31, 2020	67,082	8,483
March 31, 2019	66,159	8,452
March 31, 2018	65,267	8,433
March 31, 2017	64,500	8,380

The Finance and Administration Department provides corporate services to the other departments of IWMC. These services include payroll, account receivables and payables, purchasing, budgeting, accounting, human resources, and administration.

IWMC maintains an accounting system with related controls that provide the Corporation with reasonable assurances that transactions are properly safeguarded and accounted for and that records are provided for the preparation of audited financial statements.

FINANCIAL HIGHLIGHTS

Highlights for the fiscal period ending March 31, 2020 include: IWMC reported a net loss of \$269,579; no rate increase applied to customers during 2019.

WASTE WATCH CLIENT BILLING SOFTWARE

The Waste Watch Client is a custom software application which monitors the status of properties in the province, registers carts and applies the appropriate annual Waste Watch fee. This software provides inquiry capabilities of all information related to each property number. The billing report for the annual residential Waste Watch fee is produced by the Finance and Administrative Department. The Waste Watch billing file is sent to Taxation and Property Records (TPR) to be included in their annual property tax bill.

Through this billing process, IWMC received revenue of \$14,448,947. Properties that are exempt from property taxes as well as new properties not yet assigned parcel numbers are billed directly by the Corporation. The revenue generated by direct billing was \$75,203 for this fiscal period.

FINANCIAL STATEMENTS

A financial audit was conducted in May 2020 and included a comprehensive review of internal controls. Due to the COVID-19 pandemic, a physical tour & review of site procedures at a Waste Watch Drop-Off Center was not possible this year. The audit team expressed appreciation to the Board, IWMC management and to staff for their cooperation, professionalism and attention to detail.

Attached are IWMC's audited financial statements for the year ended March 31, 2020. These statements are prepared in accordance with International Financial Reporting Standards and audited by Grant Thornton, Chartered Accountants.