



LightRecycle Program

Light Fixture Guidelines

Version 1: July 1, 2012

This guideline is intended to provide practical guidance and best management practices for collection site operators regarding staff handling and storing of program products collected under LightRecycle Recycling Program. This guideline should be used by collection site operators to instruct staff in using required practices of the Program.

The practices described in this guideline are not intended to replace any standards, acts or regulations required under local, provincial or Federal law; nor are the guidelines intended to relieve the collection site operator or staff of requirements under the law.

Product Care accept no responsibility and assume no liability resulting from the incorrect use of information contained in this guideline from the use of this information in any circumstances other than those described or from not using the provided information in the appropriate situation.

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1. Program Overview

1.1. Purpose of These Guidelines

These Guidelines must be used to instruct workers in the correct handling and storage practices for residential fixtures and the lamps (i.e. lights or bulbs) contained within them collected under the LightRecycle program. If workers have questions about subjects in these Guidelines, the best way to help them is to explain or show them the correct practice. For instance, you can teach them which items are accepted in the program or show them how to correctly prepare a collection container for shipping.

1.2. The Plan

LightRecycle (the program) has been developed to meet the requirements of the BC Recycling Regulation and was approved by the Ministry of Environment.

The program is designed to provide consumers with a system of returning light fixtures and lamps (once those products have reached the end of their lifecycle) and divert such items from landfills. This program was developed in response to the BC Recycling Regulation, which mandates industry to have a recycling program for certain types of products. Industry develops and manages the program and the provincial government approves and oversees the program.

1.3. How the Program Works

BC residents (your customers) will bring their Light fixtures to approved collection sites such as yours for proper recycling management. Some of the light fixtures may contain lamps (i.e. lights or bulbs) within them, and must be handled accordingly. The program will advertise separate sites for consumers that only have lamps (unless a site is contracted for both purposes), which will handle the majority of lamps included in the program. There is no charge for the residents to drop off these products. The collected products from the collection sites will be transported via a PCA approved transporter to a PCA approved recycler for

recycling. The program is funded by eco-fees charged on the sale of new light fixtures and lamps.

1.4. Collection Site Requirements

Collection sites must:

- ✓ Provide free collection to customers
- ✓ Collect program products during operating hours
- ✓ Post signage provided by PCA
- ✓ Supervise product drop-off
- ✓ Answer customer inquiries
- ✓ Limit public access to the collection container area
- ✓ Provide secure storage for collection containers
- ✓ Distribute any communication promotional material supplied by the program
- ✓ Comply with procedures set out in this guideline
- ✓ Prohibit reuse, scavenging, dismantling and reselling
- ✓ Remove lamps contained within lights fixtures, unless otherwise noted below

1.5. Collection Site Guidelines

This guideline is written for collection sites that are part of the Program and is intended to ensure that light fixtures are collected and handled in a manner that adequately safeguards the environment and worker health and safety. It provides direction on:

- How to set up a collection site
- Receiving, sorting, packaging and shipping light fixtures
- Health and safety issues related to collection and storage of light fixtures
- Paperwork and record keeping

1.6. Additional Information Contact

For more information regarding this program, or if you have any questions after reading this manual, please contact:



Brent van Beusekom
Product Care Association
12337 82A Avenue
Surrey, BC V3W 0L5
Tel: (604) 592-2972 or Toll-Free 1-877-592-2972 ext. 213
Fax: (604) 592-2982
Email: contact@productcare.org

2. Eligible Program Products

PCA may add additional product examples to the lists of accepted and not-accepted products. Please see the product updates page at www.lightrecycle.ca for a chronological list of updates. PCA will also provide updates to your collection site on a periodic basis.





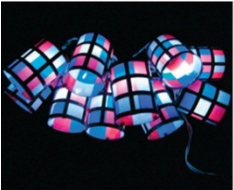








1.7. Approved and Acceptable Program Products






















Residential-use electrical/electronic lighting equipment with a primary purpose to illuminate space, including hardwired, free standing, portable and solar-powered products. Also includes light fixtures designed for grow lamps. Only residential types and volumes should be accepted. Refer to Section 3 below for further details.







NOTE: *The following pictures are shown as illustrative examples only and should not be considered an endorsement of any brand or supplier*



















RESIDENTIAL-USE FIXTURES									
Designated Small Fixtures / Hand-Held Lights									
Book Lights (including Kindle Lights)					Snake Lights				
									
Bike Lights									
									
Flashlights*, Camping Headlamps & Hand-Held Spotlights									
									
Clamp Spotlights and Clip Lamps									
									














RESIDENTIAL-USE FIXTURES									
Designated Small Fixtures / Hand-Held Lights (continued)									
Lamp-holders (stand-alone and single lamp only) – Refer to excluded list for further details on fixture parts									
									
Lanterns and Electric Candles					Night Lights				
									
Single remote head for track/egress lighting etc. (including replacement heads)									
									
Utility/Closet Lights (portable <u>and</u> battery powered only)					Floating/Submersible lights for pools, ponds, bathtubs etc.				
									
Path/Walkway/Garden/In-Grade/Border/Step Lights									
									



















RESIDENTIAL-USE FIXTURES					
Decorative Light Strings (Solar Powered Light Strings Included)					
Christmas Light Strings and Light Strings					
					
Rope Lights				Stake Lights (set of connected units)	
					

RESIDENTIAL-USE FIXTURES							
Portable Fixtures (with plug, cord or battery)							
Desk Lamps			Table Lamps				
							
Floor Lamps			Portable Flood Lights				
							
Work Lights (including work string lights)							
							
Emergency / Egress Lights – Does not include exit signs without attached light heads (refer to excluded list for further details)							
							

RESIDENTIAL-USE FIXTURES	
Small Outdoor Fixtures	
<p>Bollard</p> 	<p>Post Lighting (consumer applications only)</p> 
<p>Path/Walkway/Garden/In-Grade/Border/Step Lights (non-solar powered only)</p> 	
<p>Porch / Patio Lights – string lights included</p> 	<p>Security Lighting (with or without integrated cameras) – including residential-type security floodlights</p> 
<p>Wall Mount</p> 	

RESIDENTIAL-USE FIXTURES						
Decorative Fixtures						
Flush / Semi-Flush				Lamp-holders (stand-alone and for more than one lamp)		
						
Pendant						
						
Recessed / Pot						
						

RESIDENTIAL-USE FIXTURES				
Decorative Fixtures (continued)				
Fixed Track and Canopy				
				
Under Cabinet (including linear fluorescent types)				
				
Wall Mount (Including Sconce)				
				 

RESIDENTIAL-USE FIXTURES	
Chandeliers and Ceiling Fans	
Chandeliers	
	  
Ceiling Fans with lights – not including bathroom / ventilation fans	
	 
Linear Fixtures (including linear shop lights and linear pool/fountain fixtures)	
Strip Lights	Surfaced or Suspended Mount
 	   
Troffers (recessed and non-recessed)	
 	  



1.8. Unapproved and Unaccepted Items

The following types of products are not classified as a fixture and are not included in the program:

1.8.1. “Light Containing” Products:

Products containing lights with a primary purpose that is not to illuminate or assist in the illumination of space are outside the scope of this program, including, but not limited to:

- Products containing lights with a primary purpose of signalling or displaying information.
- Products covered by other stewardship programs of the BC Recycling Regulation and for management in other product stewardship programs in BC.

Examples of excluded items that could contain lights that are part of a different stewardship program:

- ✗ large appliances
- ✗ small appliances
- ✗ medical equipment
- ✗ electronic products.

Examples of excluded “light containing” products:

- | | |
|---|---|
| ✗ Alarms, phones etc. for the visually impaired | ✗ Umbrellas with integrated lights |
| ✗ Aquarium equipment | ✗ Garlands (with integrated lights) |
| ✗ Auto fixtures | ✗ Laser pointers |
| ✗ Back lit signs | ✗ Lava lamps |
| ✗ Bathroom/ventilation fans | ✗ Light up shoes, hats, collars, clothes etc. |
| ✗ Black light equipment | ✗ Marine/aeronautical fixtures |
| ✗ Bug zapper | ✗ Mirror ball lights |
| ✗ Camera and video accessories | ✗ Neon signs |

Examples of excluded “light containing” products

- ✗ Electronic billboards
- ✗ Equipment to heat food
- ✗ Equipment to warm animals (brooder fixtures etc.)
- ✗ Exit Signs without light heads
- ✗ Fencing with integrated lights
- ✗ Fountains with integrated lights
- ✗ Sculptures and statues (decorative) with one or more integrated lights where the primary purpose of the product is decorative and the contained lights are designed to light the decoration itself and not to illuminate surrounding space
- ✗ Tanning beds
- ✗ Plasma ball
- ✗ Propane and gas powered lights
- ✗ Signalling equipment (traffic lights, railway lights)
- ✗ Strobe lights
- ✗ Sunshine simulator
- ✗ Artificial trees with integrated lights
- ✗ Medical, dental, veterinarian lighting equipment
- ✗ Vanity mirrors with lights
- ✗ Watches
- ✗ Holiday decorations (other than string lights), such as jack-o-lanterns, decorative sculptures and plastic Santas

1.8.2. Light Fixture Parts:

Parts and accessories designed to be integrated into a complete light fixture are not part of the program.

NOTE: Stand-alone lamp holders, replacement heads for track lights and egress lighting, and housing for recessed lights are considered included products.

Examples of excluded light fixture parts:

- ✗ Table lamp sockets and replacement shades
- ✗ Trim for recessed lights (if not sold integrated into housing)
- ✗ Lighting tracks without heads attached
- ✗ Lamp-holders for linear fixtures that are not stand-alone and must be integrated into a linear fixture
- ✗ Light switches and controls (dimmers, timers etc.)
- ✗ Replacement cords
- ✗ Lighting posts

1.8.3. Aeronautical, Marine and Auto Fixtures

Light fixtures designed to be integrated into an airplane, boat, automobile or other means of transportation are excluded from this program. These are defined as light-sources that are integrated into a protective lens and/or housing and designed to function as stand-alone or replacement lighting products for automotive, marine or aeronautical purposes.

Examples of excluded aeronautical, marine and auto fixtures:

- ✕ headlights with a built in protective lens or housing designed to be integrated into an automobile
- ✕ decorative lights
- ✕ accessory lights
- ✕ safety lights
- ✕ trailer lights
- ✕ tail lights
- ✕ identification lights

3. Receiving Program Products

3.1. Customer Service

When a customer arrives to return Items:

- Greet the customer and ask to see the items being returned.
- **BEWARE OR COMMERCIAL VOLUMES AND FIXTURES**
 - If the customer has large numbers of light fixtures to return that would disrupt the collection site operations or exceed your storage limitations, accept what you can manage and direct the customer to PCA for the future.
 - Commercial volumes and commercial type light fixtures are accepted at different locations and should not be placed in the program-provided containers. Direct the customer to PCA, unless these products can otherwise be handled as scrap metal on site.
 - Some examples of commercial fixtures include fixtures for 8' fluorescent tubes, large fixtures intended for lighting warehouses, etc.
 - **PCA recommends a limit of 5 fixtures per customer.**
 - Also ask customer to call ahead in future to ensure capacity is available.



IMPORTANT: The Program does not accept commercial light fixtures or commercial volumes of light fixtures at depots. These customers must be redirected to PCA for more information.

- **IS THE ITEM A PROGRAM PRODUCT?**

- Compare the product with the list of approved items in section 2.0 of this manual
 - If the item is not on the list, it is not a program product and is not acceptable .
 - If the item is a light ballast, please refer the customer to a local metal recycler for recycling the product.
 - If this item is part of another stewardship program you currently collect for, divert the item to the appropriate area or collection containers for the other program (e.g. Encorp/ESABC bags for e-waste).
 - If the item is not collected at your location, return the item and let the customer know their item is not part of the LightRecycle program. Give the customer a brochure showing what items ARE acceptable in the program, point out Recycling Council of BC's (RCBC) number (604-RECYCLE) and suggest they contact RCBC for more information about how they can recycle the item.

- **MOVING THE PROGRAM PRODUCT(S)**



- If the returned item has a cord, wrap the cord or cut it off to prevent a possible tripping hazard.
 - Place the accepted items onto carts or in a staging area if applicable.
 - Move the item to the sorting area for packing into collection containers supplied by program.
 - Please note that different program products do not need to be separated and can be comingled in Mega Bags.
- This program is not a self-drop system; therefore, customers must be supervised when returning program products.

- Access to the sorting area must be restricted to collection site employees.
 - No public access is permitted to the collection containers.



WARNING: Returned light fixtures are **not** to be plugged in or used. Once returned, the accepted items become property of the Program and cannot be reused, donated, resold or dismantled for parts. If you have people who continue to ask about this or will not take 'no' for an answer, please direct them to PCA.

CUSTOMER SERVICE

Like you, our goal is to ensure the customer has a good experience while visiting your site. In all situations, remain courteous (polite and respectful) to the customer. We understand it may be difficult at times and if the situation becomes challenging, please encourage your staff member(s) to bring either a manager or another staff person in to the discussion. Customers complaining about their items being rejected should be provided with program promotional material and be asked to contact RCBC about their item.

Non-Program materials: Apologize, return the customer's item and let them know their item is not a part of the program. Give them a program brochure showing which items ARE accepted in the program. Point out RCBC's phone number (604-RECYCLE) and suggest they contact RCBC for more information on how to recycle their item.

NOTE: Please forward any customer feedback on the program to PCA. If there are any significant customer complaints, please contact PCA immediately at the number listed in section 1.6.

3.2. Collection

Once the approved item has been accepted by your collection site:

REMOVING THE LAMP

- Some items will contain light bulbs or tubes in them (referred to as 'lamps').
- Common lamp types that may be contained in a light fixture include: CFLs, Incandescent bulbs, light tubes, GU10 halogen bulbs.
- If present **REMOVE THE LAMP** inside the light fixture to pack separately (please refer section 3.4)
 - **NOTE:** String lights and small hand held products without an easily replaceable lamp (flashlights etc.) do not need their bulbs removed.
- To remove the lamp, first ensure the bulb is intact (unbroken). If it is not, leave the bulb in the fixture.
 - For incandescent and CFL style bulbs:
 - Unscrew the bulb from the fixture in a counter clockwise direction.
 - For fluorescent tubes:
 - Twist the tube in a counter clockwise direction, this will release the pins and allow the tube to be pulled free.
 - For track lighting halogen lamps (GU10 bulbs):
 - Twist the bulb in a counter clockwise direction to release the knobs and pull the bulb away.
 - For track lighting halogen lamps (pin style):
 - Pull the lamp out of the fixture.



WARNING: It is important to **REMOVE THE LAMP** (light bulb or tube) from the fixture. Light bulbs are fragile and can shatter easily; broken glass is sharp and is hazardous when handling the fixture.

PACKING THE FIXTURE

- Wrap the power cord (if present) securely around the item or cut the cord off.
- Safely place the item onto a cart or carry the item to the collection container (Mega Bag or pallet).
- Items that do not fit or cannot be packed into Mega Bags should be stacked on pallets.
 - Square light fixtures, such as fluorescent fixtures
- If the cord is removed, place the cord into a Mega Bag.

5.4. Light Fixture Packing Methods

The LightRecycle Program has 2 types of collection containers – Mega Bags and Pallets.

Mega Bags →



Pallets →



Square program products, such as fluorescent tube fixtures do not easily fit into Mega Bags and are easily stackable are to be stacked on pallets. All other (non-stackable) items must be placed in the Mega Bags.

It is important that the program products are packed properly by the depot staff. Properly packaging program products:

- Reduces breakage of glass and other components
- Maximizes use of transport space
- Simplifies handling and prevents injuries
- Consolidates large volumes of small items

- Makes the transportation of bulky items more efficient
- Reduces the cost of transportation
- Makes it easier and faster to process material once it arrives at the consolidation centre

6.3.1. Collection Containers – Mega Bags

These pictures are an example of how the collection containers are to be set up and stored.

- Get a Mega Bag and place it on the pallet.



- Centre the bag on the pallet.
- Unfold the covering plastic (duffle top) from inside the bag and fold around the outside



- Mega Bags have a duffle top that should be tied at the top **daily** if stored outside.
- The cord will be attached to the plastic on the duffle top.



- Mega Bags must be placed in the centre of pallets.
- Mega Bags that are not centred on their pallet may cause loading problems or may be unsuitable for double stacking, as their centre of gravity would shift.
- All non-stackable items must be placed in the Mega Bags provided.
- Place the item into the bag; do not throw the item in.

NOTE: Many items contain plastic and glass that can break during impact, and present a hazard to people using or processing the

container in the future. Also, there is a risk to employees of flying objects.

- Pack the item tightly in with other program products in the container.

NOTE: *This prevents the container contents from shifting during transport.*

- When the container is full to the top of the rigid walls, pull the duffle top over the filled container and tie it shut.

NOTE: *If these bags are stored outside, the closed top provides weather protection and prevents loose items from falling out of the Mega Bag during transport as well as movement within the collection site and consolidation centre*

- Do not over-fill the containers.
- Any Mega Bags that are over-full (i.e. light fixtures are protruding above the rigid walls) will not be picked up by the transporter.

6.3.2. Pallets

- Square or rectangular shaped program products, such as fluorescent tube fixtures are easily stackable and must be stacked securely on a pallet. Items should not extend beyond the edges of the pallet.
- The height of the pallet must not exceed 6 feet in height.
- Make sure the items are placed securely on the pallet
- The pallet of program products must be securely shrink-wrapped to the pallet.
 - A sufficient amount of shrink-wrap must be used in order to ensure the stability of the stacked program products during transport.
 - Apply the shrink-wrap tightly from the bottom up.
 - Shrink wrap will be supplied to the collection sites for this purpose.
- Test the pallet's stability by pushing on the stack. A properly stacked and shrink-wrapped pallet is difficult to move side to side.

- If the pallet appears to be unstable, remove the layers until it is stable
- If the skid is to be stored outside, the shrink-wrap must cover all of the items so that rain water does not touch the items.

The following pictures show how the light fixtures should be organized, stacked, and shrink wrapped. All items will vary in sizes and shapes, so when stacking these objects, it is important to stack accordingly to their fitting best on the pallet.







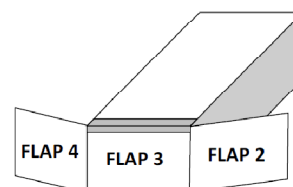
- Do not stack fixtures in an unstable manner.
 - Stacks can be easily toppled.

6.4. Lamp Packing Methods

These instructions detail how to package lamps that were removed from the light fixtures

6.4.1. Packaging Assembly

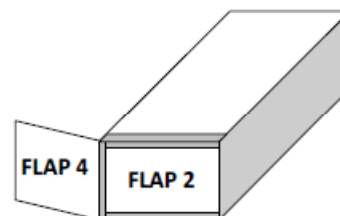
COLLECTION BOX ASSEMBLING INSTRUCTIONS: 4FT AND 8FT TUBES BOXES



1. Start by unfolding the flattened box into a rectangular shape.

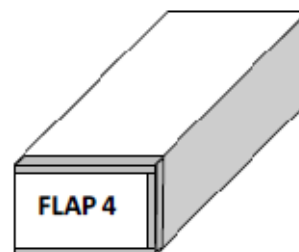
2. Fold Flap 1 and Flap 3 over the box opening.

3. Affix two (2) strips of packing tape along the edge of the box where the flap is closed.



4. Fold Flap 2 over.

5. Affix two (2) strips of packing tape along each of three (3) edges of the box where the flap was closed.



6. Fold Flap 4 over.

7. Affix two (2) strips of packing tape along each of the three (3) edges of the box where the flap was closed.

8. Make sure all the open edges of the bottom of the box are securely taped up.

9. Open the plastic liner bag provided inside the box and fold the liner over the top end of the box.

Upon completion of steps 1-9, the box is now ready for use.

NOTE: Please follow the same procedures when using the square boxes (14x14x14in) for lamps or shape tubes.

6.5. Handling

Once removed from the light fixture, the lamps should be placed in the collection containers provided.

The lamps (CFL's, incandescent, LED, HID etc.) should be placed in the smaller boxes (14x14x14). These include all lamp types that are shaped like a typical light "bulb." Tubes should be placed in the boxes for the appropriate length (Those 4ft or under should go in the 4 ft boxes. Longer tubes should go in the 8 ft boxes). Tubes of unusual shapes should also go in the lamps boxes.

PACKING THE BOXES

- The containers and packages must remain structurally sound and lack evidence of leakage, spillage or damage.
- Containers should be set up to be stable (i.e. they don't tip over easily)
- Lamps should be handled by their bases, not the glass portion
- All lamps should be set down gently
- Boxes should not be left on counters or places that they could easily be knocked over or down.
- Any lamp that is broken during handling must be cleaned up immediately using the spill procedure under the Clean Up Procedures in Section 7.
- Lamps are to be stored in PCA supplied containers only and handled in a way that prevents breakage.
- Do not over fill the lamps collection containers as it will be difficult and dangerous to close during shipping preparations.
- Do not force fluorescent tubes in the collection container. If a tube does not slide into place within the container, the container is full.
- Keep the bulbs and shaped tubes separate from the linear tubes.
- Do not tape lamps together or use rubber bands
- Do not leave lamps in a position or in an area where they can be easily broken
- Do not stack material on top of the collection containers

TO SEAL THE BOXES

- Check that the box is structurally sound and has no evidence of damage
- Check that the container is not overfilled.
- Seal the lining inside the box then the boxes with packing tape in preparation for ship-out.
- Seal the tops of the boxes as per section 4.4.1, steps 1 through 9.

6.6. Public Access

This program is not a self-drop system, and as a result, customers must be supervised when returning program products. Access to the light fixture sorting area must be restricted to collection site employees.



No public access is permitted to the collection containers. After operating hours, collection containers must be stored in a locked and secure location, protected from access by the public or animals. Collection containers stored outside must have weather protection or be covered to prevent rainwater from entering the containers and light fixtures.

6.7. Abandonment

If items are abandoned on-site after hours, take them inside, inspect and sort appropriately. Non-program materials abandoned on-site must be disposed of through an appropriate method. Consult RCBC for advice on non-program material.

7. Depot Supplies

7.1. What, When, Why & How

Depot supplies, except for shrink-wrap are provided by Product Care for the collection and transportation of acceptable approved items in the LightRecycle program.

These items are required by all depots:

- Promotional items (signage, brochures, etc.)
- Collection containers (Mega Bags, Pallets, lamp boxes)
- Shrink-wrap
- Lamp spill kit
 - Sealable Plastic Bags
 - Packing tape
 - Cardboard
 - Disposable gloves
 - Disposable mask

These items are required by only some depots:

- Bills of lading
- Collection container labels

Each depot needs to have a minimum amount of these supplies. This amount varies on the individual depot and the region it is situated in. To see the minimum amount of supplies required by your depot and instructions on how to order, please see your region schedule in Appendix V. Items other than collection containers may be delivered with the collection containers or via another method depending on your location and the items requested.

8. Transportation – Light Fixtures

8.1. Ordering a Pickup

Full containers are to be picked up by approved PCA transporters or recyclers only. The full containers will be picked up from the collection site and empty collection containers and pallets dropped off. Requested depot supplies may also be dropped off at this time.

Your pickup frequency and whom you contact with a pickup request will depend upon your REGION and depot location. Please refer to your region schedule located in Appendix V.



8.2. Getting Ready for Shipment

Before advising how many full collection containers you have available for pickup:

- Check the collection containers to ensure they are packed correctly.
- Pallets
 - stable
 - shrink-wrapped correctly
 - no more than 6' tall.
- Mega Bags
 - Square on the pallet
 - Items are tightly placed inside
 - The duffel top is tied
 - No items are protruding from the top.

NOTE: Refer to section 3.3 for more detailed instructions on how to pack these containers.

Before the truck arrives, make sure the loading area is clear and that all collection containers are easily accessible. If your depot is required to complete the bills of lading, this must also be done prior to the truck's arrival. To determine if your depot is required to complete these documents, please see your region schedule located in Appendix V.

8.3. Truck Loading

When the truck arrives at your site, it is the depot's responsibility to assist the carrier in unloading and re-loading of the full collection containers. Forklift loading/unloading only if the driver agrees.

Forklift loading approval is dependent on many factors including, but not limited to:

- Stability of collection containers
- The driver's routing (they may have other deliveries to make)
- The type of trailer he/she is using (some floors may not support the weight of a forklift)
- Weather conditions
- Loading conditions
- Other site factors



It is the depot's responsibility to:

- Make sure loading area is clear
- Collection containers are easily accessible
- Verify all paperwork has been completed (quantity of pieces, types of containers, pick up date, etc.)
- Verify labels have been applied to all full containers
- Verify quantity of empty and full containers that are being delivered and/or picked up
- Ensure the driver has given you a copy of the shipment paperwork

It is the truck driver's responsibility to:

- Dictate how the empty collection containers are to be unloaded
- Dictate how the full collection containers are to be loaded and/or stacked
- Secure load to prevent movement during transport using straps, load bars or some other type of bracing
- Verify completed paperwork & leave the depot with one copy of the bill of lading (shipment paperwork)
- Verify labels have been completed correctly and have been applied to all full containers

8.3.1. Mega Bags and Pallets

- Mega Bags cannot be picked up if they are over-full (if light fixtures inside are overhanging above the rigid walls, tops cannot be closed, etc.).
- Mega Bags must have their tops pulled over and tied closed.
 - Prevents loose items from falling out of the container during transport.
- Mega Bags that are approved for transport can be double stacked inside the truck box or trailer **ONLY** if approved by the transporter and a forklift is available for loading, as well as a loading dock. Otherwise, Mega Bags must be loaded on the floor of the transport vehicle.
 - Mega Bags stacked upon one another must be positioned as stable as possible.
 - **NEVER** stack palletized light fixtures.
- Collection site operators must assist the transporter while loading the containers.

The following pictures are examples of how to load and store collection containers and pallets. Please review these best practises, in addition to what not to do.



- Mega Bags should be loaded on the floor of the transport vehicle (pictured left) and only double stacked if a forklift and loading dock is available (pictured right).



- Pallet Jacks (pictured left) can move single pallets, but cannot be used for double stacking.
- Once double stacked in a trailer, there should be a minimal amount of open space next to each Mega Bag, to avoid shifting during transport (pictured right).



- Only double stack with a forklift.
- Centre the stacked pallet on the Mega Bag below.
- Ensure that the lower Mega Bag is full, so that it does not collapse under the weight.
- Stack Mega Bags that contain lighter materials on top of heavier ones.



- Mega Bags must be stacked so they are in the centre of the pallet below them. Stacking Mega Bags off centre can result in unstable stacks (pictured left).
- Mega Bags containing lighter materials should be stacked on heavier, full Mega Bags. Improper stacking may result in the collapse of the lower Mega Bag and instability (pictured right).



- Triple stacking Mega Bags is not recommended, as stacks this high can be unstable due to the weight on the lower pallet. In addition, larger stacks are susceptible to movement by wind, and a fall from such a height will result in greater damage.
- **NEVER** stack palletized program products (e.g. stacked fluorescent fixtures), as they are uneven on top and unstable.

8.4. Container Labels

This label is used to track this container from the time it is picked up at the depot to when the contents are removed at the recycler's for processing.

- All collection containers (both Mega Bags and pallets) must be labelled with a separate collection label.
- The label has an adhesive backing and is to be applied to the front of the container.
- The container label is used to record several pieces of information:
 - Depot number
 - Bill of Lading number
 - Weight
 - Date picked up
 - The container number and the total number of containers for this shipment.
- This information serves several purposes: tracking, recording actual weight, assisting in depot payment and reporting requirements.
- All areas of the label are to be completed using the information on the bill of lading EXCEPT for the weight which will be completed at the consolidation centre
- The collection container label is to be completed after the driver arrives but before the full collection container is loaded into the truck. Even if the transporter completes the collection container labels, depot staff is responsible for making sure it is completed correctly before leaving the site.
- Please refer to Appendix III for instructions on completing labels.

Product Care **SMALL APPLIANCES**

DEPOT # 999 BOL # 1

WEIGHT 427kg DATE P/U July 1

2 of 4

FOR PICKUP CALL: 1-888-772-9772 or in Lower Mainland 604-592-2972

NOTE: label's state 'SMALL APPLIANCES', but that is only the collection label (a label used for multiple programs). This guideline is for the collection of LIGHT FIXTURES.

8.5. Bill of Lading (Shipment Paperwork)

- The number of empty mega bags and pallets delivered must be checked and recorded on the bill of lading
- The number of shipment containers and pallets must be verified on the bill of lading, in addition to the estimated weight.
 - Pallets are estimated at 1,100 lbs (500 kg) per pallet.
 - Mega Bags are estimated at 440 lbs (200 kg) per bag.
- The collection containers will be weighed at the consolidation centre and the actual weight recorded on the container label & bill of lading. Your depot will be paid based on the actual weight.

NOTE: Even if the transporter completes the paperwork, you are still responsible for making sure it is completed correctly before you sign.

- For an example of how to complete shipment paperwork, please refer to Appendix IV. For the region specific procedure for ordering shipment, refer to Appendix V.

Product Care		BILL OF LADING		Plant: 12337-42A Avenue, Surrey, B.C. V3W 0L5 Tel: 1-888-772-9772 Fax: (604) 592-2982		BILL OF LADING NO. 5944	
CARRIER				PERMIT NOS.			
STREET				DISPATCHER			
CITY		PROV	PC	PHONE		FAX	
Shipper				CONSIGNEE (TO)			
STREET				STREET			
CITY		PROV	PC	CITY		PROV	PC
PHONE		FAX		PHONE		FAX	
FROM SHIPPER:							
NO. OF PIECES	DESCRIPTION OF RESIDUAL / ARTICLE					Weight	UNIT
	Full Mega Bag of Light Frozens						Kg
	N/A						Kg
	N/A						Kg
	N/A						Kg
TO SHIPPER:							
NO. OF PIECES	DESCRIPTION OF ARTICLE	WT	UNIT	COMMENTS			
	Pallet - Empty		Kg				
	Mega Bag - Empty		Kg				
	N/A		na				
	N/A		na				
SHIPPER		CONSIGNEE		CARRIER		DRIVER NAME	
PER		PER		PER		TRAILER UNIT	
DATE		DATE		DATE		FINISH TIME	
TIME		TIME		TIME-START		FINISH TIME	

White Copy - Shipper • Yellow Copy - Transporter • Pink Copy - Consignee

6. Transportation – Lamps

6.1. Ordering a Pick-up

You should order a pickup once half of any of your box types have been filled. Do not wait until you are down to your last box.

When you have full boxes and would like them picked up you can either call or fax your information to us.

BY PHONE:

Please call PCA at 1-877-592-2972 ext. 216 to place your order (toll-free). You can also request any supplies needed at this time

OR

BY FAX:

Please complete the 'Container Request Form' in Appendix I (see example below). Please keep this form blank and photocopy as needed. Please request any supplies needed at this time using this form then fax the completed form to Product Care at 1-604-592-2982.

Whether you choose to phone or fax in your order, we will send the carrier to pick up the full boxes and deliver empty replacement ones to you.

A sample of a 'Container Request Form'. The form has a header with logos and the title 'Container Request Form'. Below the header, there are several sections with labels and lines for text entry. The sections include: 'TO: (Name and Title)', 'FROM: (Name and Title)', 'DATE: (Month/Day/Year)', 'TIME: (Hour/Minute)', 'PHONE: (Area Code/Number)', 'FAX: (Area Code/Number)', 'E-MAIL: (Address)', 'ADDRESS: (Street, City, State, Zip)', 'CITY: (City)', 'STATE: (State)', 'ZIP: (Zip)', 'COMMENTS: (Description of request)', 'APPROVED: (Signature)', and 'RECEIVED: (Signature)'. There are also checkboxes for 'URGENT' and 'ROUTED TO: (Department)'. The form is designed to be filled out and then faxed to Product Care.

6.2. Preparing for Shipment

The carrier will arrive at your location within 5 days of your request. They will have the shipping documentation already completed with the destination address and number of pieces they are picking up.

NOTE: *You cannot ship more than the number of pieces recorded on their bill of lading.*

Containers should be stored in such a way that they won't easily tip over or get damaged. Do not stack boxes of light bulbs more than 2 high because the lights on the bottom could be crushed by the weight of the pile.

8.6. Container Loading

Review the labels that the driver has brought. Confirm that your address (as the shipper) is correct as is the number of pieces. It is your responsibility to make sure that the labels information including the quantity and contents are correct.

Within a few days you should receive your EMPTY boxes. If they are not received within 5 business days please call 604-592-2972 ext. 216.

NOTE: *the pickup of full boxes and the drop off of new empty boxes is not done at the same time. Supplies may also be delivered at a separate time.*

7. Procedure for a broken lamp clean-up

9.1. Risks

Intact (unbroken) fluorescent lights bulbs /tubes and HIDs pose no health risk. Mercury in fluorescent lights is in vapour form and also with the phosphor powder which coats the inside of the light bulb. Broken lamps release the mercury, which can enter the body by absorption through the skin or by inhalation of the vapour. A careful and prompt cleanup of the spill by the designated worker will minimize exposure to the staff, customers and to the environment.



A mercury spill must be treated as a serious safety concern. Staff should be trained in the management of broken lamps and the use of a spill kit.

9.2. Procedures

If you break an HID, CFL lamp, or fluorescent tube, follow these directions for clean-up:

LEAVE THE ROOM

- Leave the room and keep people out of the room during the clean-up process.
- Avoid stepping on broken glass

VENTILATION

- Ventilate the room for at least 15 minutes prior to starting clean-up by opening windows and doors to the outdoors. This will ensure that the mercury vapour levels are reduced before you start cleaning.

CLEAN-UP DIRECTIONS

- Do **NOT** use a vacuum or broom to clean up the initial breakage, as it will spread the mercury vapour and dust throughout the area. Additionally, contamination may occur within the vacuum and/or on the broom.
- Wear disposable gloves to avoid direct contact with mercury and to reduce the risk of cuts.
- Wear disposable mask.
- Scoop or sweep up the broken pieces and debris with the two pieces of cardboard provided in the clean up kit and place into the sealable plastic bag.
- Use packing tape to pick up any remaining fine glass or powder. **Prepare several strips of tape ahead of time** in order to avoid contaminating the roll and to make the clean-up effort easier and more efficient. Take a strip of packing tape, rolled with the sticky side out. Gently pat the contaminated area, rolling the tape to use a fresh surface each time. Phosphor powder, mercury and glass will adhere to the tape. Repeat this step as often as necessary to cover the affected area thoroughly. Place all contaminated tape into the same sealable plastic bag.
- Wipe the area with a damp paper towel, cloth or disposable wet wipe to remove any residual particles.
- Place the broken glass and clean-up materials in the plastic bag and seal it to further minimize the release of mercury vapour.

PLACING THE DEBRIS IN THE SEALABLE PLASTIC BAG

- Place all of the debris and contaminated clean-up materials into the sealable plastic bag safe storage and later disposal. Once the clean-up effort is completed, place the sealed bag into the lamps container provided by the program.
- Wash your hands after storing and disposing of waste.

7. Additional Collection Site Requirements

In addition to sorting program items, loading transportation vehicles and maintaining the site (refer to section 1.3) the collection site is responsible for other aspects of collection site operation. This includes incident reporting, as it relates to light fixtures, employee training in the program and sign posting and promotional material. These items are discussed in greater detail below.



9.3. Training

Collection sites are responsible for training their employees, so they can safely and effectively perform the responsibilities outlined in this manual. The Program is designed to be a self-directed study, using this manual as a guideline. If you require additional information after reading this guideline or need clarification, please contact PCA (refer to section 1.4).

9.4. Reporting

All Incidents and accidents resulting from program product collection, or any incidents or accidents that affect the collection of program products must be reported to PCA. Please refer to Appendix II for the incident report form and an example of a completed incident form. Some examples of reportable incidents include, but are not limited to:

- A Mega Bag of program products falling over and spilling its contents on the ground.
- A major fire at the depot.
- Fires caused by program products.
- Theft of light fixtures.
- An employee missing work due to injury from moving or handling program products.
- A wrapped pallet collapsing.

NOTE: The form in the Appendix is an original document, please make copies before using.

Incident Report Form

Incident Report Form

Date _____ Time _____

Depot Name _____ Depot Location _____

Property Damage

Description of damage

Damaged Property

Cost

Injury

Name of Injured

Body part injured

Description of Injury

Reported to WCB?

	YES		NO

Description of activity prior to incident

Incident description

Follow-up

9.5. Collection Site Signage and Information

Public education is an important component of the program. Retailers are responsible for providing point of sale information, such as brochures. Collection sites are responsible for educating customers, fielding questions about returns, and distributing or posting other promotional material.

There are two types of communications tools for use at the collection site: Rack cards and signage. The rack cards will be distributed to each site, to be handed out to customers. Signage will follow and will need to be posted in and outside the collection site.

6.3.1. Advertising by Collection Sites:

We encourage all collection sites to advertise, on their own, that they are a Lightrecycle drop-off location through community flyers, newspapers or mail-outs. All advertisement must be approved by PCA prior to placement.

If you have any questions about using the program logo and brand, or additional suggestions for informing customers, please don't hesitate to contact us directly at contact@productcare.org or 604-592-2972 or 1-877-670-2372 ext. 213 and we'd be happy to help you out.

7. Safety



9.6. Trip and Fall Hazards

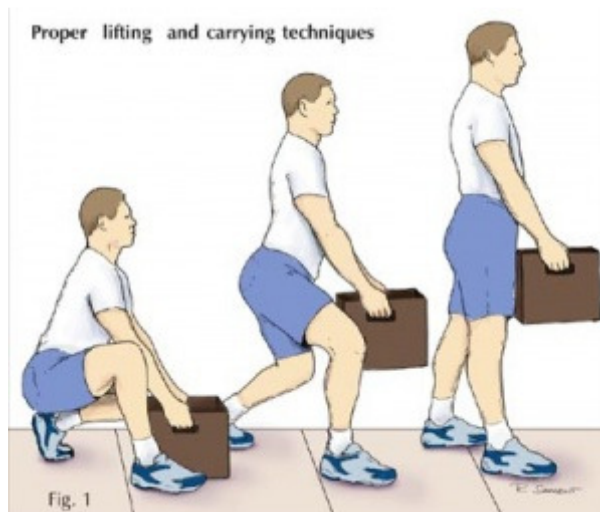
As with most electrical fixtures, they tend to be cumbersome and have an electrical cord. The cord is a particular tripping hazard and must be wrapped, removed or otherwise secured to the appliance to prevent it from dragging along the floor; this must be done at the point of return. In addition, keep pathways to the collection storage room clear of debris and other tripping hazards. Since program products must be carried to the collection containers, and many items are cumbersome and may restrict visibility of the ground while carrying, it is important to keep walkways clear, so eliminate potential tripping hazards.

9.7. Mercury Hazards

Some lamps within fixtures, such as CFLs, contain mercury. While mercury is a highly toxic substance, only a very small amount is used in a CFL, about the amount to cover the tip of a ballpoint pen. There is no risk to your health when the light bulbs are unbroken but care needs to be taken if the bulbs are broken. The best defence is to handle the bulbs with care to avoid breakage. Should a bulb get broken, follow the Clean-up procedures found in Section 7.

9.8. Lifting Hazards

Many program products are heavy. These fixtures must be moved around the collection site manually, which may cause injury if the lifting is performed incorrectly. When lifting heavy small appliances, use the proper lifting technique (bend your knees, lift with your legs and hold the item carried close to the core of your body). For particularly heavy or unwieldy items, have somebody help you move the item. These instructions also apply to the empty pallets.



- Bend with your knees and lift with your legs
- Only lift what can be handled safely
- Call for assistance for moving heavy or cumbersome items

9.9. Sharp Object Hazards

Laceration or punctures from broken glass can be a serious hazard with light fixtures. In addition to this, jagged or sharp edges from metal fixtures can be hazardous as well. Make certain to wear thick, cloth or leather work gloves when handling appliances. Do not throw or drop small appliances when placing into collection containers as exposed glass can shatter. Broken glass can fly into the

air, spread over the ground, and collect at the bottom of Mega Bags, resulting in possible hazards for the processing centre. When fixtures are in the Mega Bags or pallets, there is still a possibility of broken glass or sharp edges being present. Improper or unsafe movement and/or storage of these containers may result in broken or shattered glass. Please take caution around these collection containers:

- Wear thick work gloves
- Watch for broken glass and sharp edges
- Do not throw program products into collection containers

NOTE: Report all incidents to you supervisor. Refer to section 7.4 for more details on accident reporting.



105 West 3rd Avenue, Vancouver, V5Y1E6
Phone: 604 592-2972 Fax: 604 592-2982
Web: www.productcare.org

Appendix I. LightRecycle Container Request Form

Please fax this form to 1-604-592-2982

AUTHORIZATION #: _____

TODAY'S DATE: _____

DEPOT NAME: _____

ADDRESS: _____

PHONE: _____ **FAX:** _____

SHIPPING HOURS: _____

TO BE PICKED UP:

OF Lamp BOXES (14" x 14" x 14") _____

OF 4' TUBE BOXES (8" x 8" x 48") _____

OF 8' TUBE BOXES (8" x 8" x 96") _____

SUPPLIES NEEDED:

TAPE (For Boxes)

SPIRIT KIT

POSTCARDS (Packages of 50)

POSTERS

SPECIAL SHIPPING INSTRUCTIONS:

Please note: the pickup of full boxes and the drop off of new empty boxes is not done at the same time. Supplies may also be delivered at a separate time.

Incident Report Form

Depot Name	Depot Location
------------	----------------

Cost

Reported to WCB?

	YES		NO

Incident Report Form (EXAMPLE)

Date July 1, 2012 Time 8:00am

Depot Name Spuzzum return-it Depot Location Spuzzum

Property Damage

Description Damage

Damaged Property

Cost

Dent from standing lamp
Depot wall
\$100

Injury

Name of Injured

Body part injured

Description of Injury

Reported to WCB?

Joe Smith
Left leg
cut and sprain
X YES NO

Description of activity prior to incident

Worker was carrying a lamp stand from the collection area to the packing area.

Incident description

The worker tripped on the loose fixture cord, falling and injuring his leg.
The lamp stand was thrown forward in the fall and the glass cover on the top of the stand shattered, scattering glass over the floor of the depot. The lamp stand then slid into the wall and damaged the drywall.

Follow-up

The workers leg was looked at by the first aid attendant and he was sent to the clinic for further evaluation. Other depot workers were notified of the area covered in glass and told to keep out. The glass was then swept up, placed in a bag and sent for recycling. A handyman was called in to repair the damaged drywall.
--

Appendix III. Collection Container Label



As mentioned in “Section 5.4 Container Labels”, each full collection containers must be labelled with a collection label. This label is used to track this container from the time it is picked up at the depot to when the contents are removed at the recycler’s for processing. The information on the container label is used for tracking, recording actual weight, assisting in loading onto trailers, depot payments and reporting requirements. Depending on the location of your depot, either your depot or the transporter will be responsible for completing this label. Refer to your specific region in Appendix V to determine this. However, even if the transporter completes the collection container labels, you are still responsible for making sure it is completed correctly before leaving your site. Complete the label before the container is loaded into the truck.

When completing your collection container labels:

- Use a felt pen whenever possible.
- Write using the biggest letters and/or numbers possible.
- Write as clearly as possible.



This label is to be completed using only the Bill of Lading that is being used for shipment.

To complete the depot label (note: numbers refer to areas on label):

- 1) Write your depot number in the space to the right of the “DEPOT #”
 - Your depot number is located on the front cover of this depot manual and on your Bill of Lading.
- 2) Write the Bill of Lading number in the space to the right of the “BOL #”
 - The Bill of Lading number is located on the upper right hand corner of the Bill of Lading that will be going with these full containers.

- 3) **DO NOT** fill in anything beside the “WEIGHT”
 - This is to be completed at the Consolidation Centre.
- 4) Write the shipment date to the right of the “DATE P/U”
 - This is the date that the shipment leaves your site.
 - This date is important as it’s what the payment is based is based on.
 - For example, if the shipment is picked up on July 31st and received at the consolidation centre on August 1st, and the pick-up date is written correctly, you will be paid for your July payment (payable on August 31st).
 - If the date is not written correctly, you will not receive the payment until your August payment (payable on September 30th).
- 5) Write the number of this collection container in the first line to the left of the word “of”.
 - For example, if you have 6 containers and this is the first one, write the number “1”. If this is the 3rd container write the number 3.
 - Both types – Mega Bags and pallets - are to be included.
 - For example, if you have 3 bags and 2 pallets then the first 3 Mega Bags would be 1, 2, 3 and the pallets would be number 4 and 5.
- 6) Write the total number of full collection containers being shipped.
 - For example if you have 3 bags and 2 pallets then the total number is 5.
- 7) Remove the adhesive backing from the first label and apply it to the front of the first collection container.
- 8) Continue applying the completed labels to the full collection containers.

SAMPLE OF BLANK CONTAINER COLLECTION LABEL

Product Care **SMALL APPLIANCES**

① DEPOT # _____ ② BOL # _____

③ WEIGHT _____ ④ DATE P/U _____

⑤ _____ of ⑥ _____

⑦ FOR PICKUP CALL: 1-888-772-9772 or in Lower Mainland 604-592-2972

NOTE: Numbers on sample refer to completion steps.

SAMPLE OF COMPLETED CONTAINER COLLECTION LABEL

Product Care **SMALL APPLIANCES**

DEPOT # 999 BOL # 1

WEIGHT 427kg DATE P/U July 1

2 of 4

FOR PICKUP CALL: 1-888-772-9772 or in Lower Mainland 604-592-2972

Appendix IV. Bill of Lading (Shipment Paperwork)

9.10.Overview

Every shipment must be accompanied by a Bill of Lading (also referred to as a BOL). The Bill of Lading is very important because:

- It is a legal contract between the **Shipper, Consignee** and the **Carrier**
- This document gives the carrier (transporter) permission to transport the freight
- It is a record of the quantity and items being shipped
- It indicates who is responsible for paying the transporter
- It has special notes (i.e. delivery appt, instructions for the carrier, receiving hours, etc.)

The information on the Bill of Lading must be accurate and legible because:

- It creates an inventory of items
- It is used for payment for both the depot and the carrier
- It is used for statistical purposes which are provided in reports that Product Care supplies to the Ministry of Environment, PCA Board of Directors, etc.

Depending on your region, either your depot or the driver will have this Bill of Lading. Regardless, this Bill of Lading is pre-printed and already contains your collection site information, the consolidation centre's information and the types of products that will be delivered and/or picked up from your site. Either you or the driver will fill in the actual number of items, the estimated weight for these items and the date the items are picked up on. For more information on who will be completing what, please see your depot region schedule for more information.

Below is a sample of the Bill of Lading. Regardless of who completes this document, it is YOUR responsibility to make sure the information is accurate. You must keep this document in your records for 2 years.

9.11. Bill of Lading – Detailed Information



Please refer to the Bill of Lading sample in the proceeding section. Each section applicable to the Program has been given a number and the explanation of the information required in this section is noted below.

- a) Bill of Lading No. - This number is pre-printed and is unique to the Bill of Lading. PCA's system does not allow for duplicate Bill of Lading numbers. When receiving payment, the shipment will be referenced to the Bill of Lading number.
- b) Carrier Information – This is where the carrier's name, address and contact numbers (fax and phone) are recorded.
- c) Consigner (From) – Name, address and contact numbers (fax and phone) of where the shipment is coming from. This is often either a collection site or a consolidation centre.
- d) Collection Site Number - If a collection site is doing the shipping, then the collection site number is indicated beside the collection site name.
- e) Phone – Phone number of the shipper that the transportation company uses to confirm the items and quantity being picked up. If a phone number is not available (i.e. no phone at this location), then it is the phone number of the company responsible for the shipper.
- f) Consignee (To) – Name, address and contact numbers (fax and phone) of where the shipment is going to. This is often a consolidation centre or a collection site.
- g) Phone – Phone number of the consignee. If a phone number is not available (i.e. no phone at this location), then it is the phone number of the company responsible for the shipper.

- h) From Shipper Information – This section shows details of the items being shipped or picked up from the collection site. You must double check that these numbers are accurate. The description of products being picked up will be printed ahead of time. The actual quantity being picked up and the total weight will be completed on-site after the driver has verified that all your collection containers are acceptable for pickup.
- i) No. of Pieces – Total number of collection containers being shipped. For example, rather than counting every light fixture inside a Mega Bag or on a pallet, you would count a Mega Bag or shrink wrapped pallet as 1 piece.
- j) Description of Article – Name used to describe the items being shipped. As only small appliances are being collected in this program, the items being shipped are identified by their collection container name. Currently only “Light fixtures – Mega Bag” and “Light fixtures – Pallet” are being used.
- k) Weight – Total weight of the items being shipped. It is the weight per piece multiplied by the number of pieces indicated in *No. of Pieces* (refer to ‘i’). Every collection container type is given an average weight. This is for shipping purposes only as the drivers are not able to weigh each individual container at your site. When the containers arrive at the consolidation centre, they will be re-weighed and the actual weight recorded and sent to Product Care. The actual weight is used to calculate your collection site payment.
- Full pallets are estimated at 1100 lbs (500 kg)
 - Full Mega Bags are estimated at 440lbs (200 kg)
- l) Unit - This is the unit of measurement being calculated in *Weight* (refer to ‘l’). The unit used for this program will be pounds. Due to space limitations, the units are indicated in the abbreviated form – lbs or kg.
- m) To Shipper Information – This section shows details of the items being delivered to the shipper. NOTE: this section is only used if the carrier is picking up and delivering at the same time. Currently this is not applicable in some regions. If in doubt, please refer to section 9.1 (Instructions for requesting a Pick Up) or contact Product Care (see section 1.6)


- n) No. Of Pieces – This is the number of pieces being delivered to the shipper.
- o) Description of Article – Description of the items being delivered to the shipper. These items include empty Mega Bags, empty pallets, shrink wrap, brochures and depot signage.
- p) WT – The total weight of each item being delivered. It is the weight per piece multiplied to the number of pieces in ‘No of Pieces’ (refer to ‘o’).
- q) Unit - Unit of measurement being calculated in *Weight* (refer to ‘l’). The unit used for this program will be pounds. Due to space limitations, the units are indicated in the abbreviated form – lbs or kg.
- r) Comments – Section where comments can be made by the Carrier, the Collection Site, the Consolidation Centre or PCA. Some examples would be: hours of operation, detailed information about the supplies, special instructions, comments about pickup and/or delivery, etc.
- s) Signature Information – Section where the shipper, carrier and receiver confirm the information on the Bill of Lading matches what they have shipped, are transporting and have received. Your signature here confirms that the above information is 100% correct. If anything is incorrect or if you have doubts about it – verify and make any corrections BEFORE signing.
- t) Shipper - Name of the shipper (Consignor) as indicated above in the Bill of Lading
- u) Per - Signature of person at the consignor’s location who is responsible for shipping out items and who has verified that the information on the Bill of Lading is correct and matches what was actually shipped.
- v) Consignee - Name of the consignee as indicated above in the Bill of Lading
- w) Per - Signature of person at the consignee’s location who is responsible for receiving items and who has verified that the information on this Bill of Lading is correct and matches what was actually received.

- x) Carrier - Name of the carrier as indicated above in the Bill of Lading.
- y) Per – Signature of the driver picking up at the consignor's location and who has verified that the information on this Bill of Lading is correct and matches what was actually shipped.
- z) Driver Name – Name of driver providing the transportation services.
- aa) Driver No – Number of the driver (if applicable).
- bb) Trailer – Trailer number that the shipment was loaded into (if applicable).
- cc) Unit – Tractor/truck number picking up the shipment (if applicable).
- dd) Pieces - The total number of pieces (both pallets & Mega Bags) the carrier has picked up.
- ee) Date – Date that the consignor shipped the containers and the consignee received the containers. It is very important that this section is completed accurately because the date when collection containers are shipped (picked up), determines in which month the depot will receive payment for those containers.
- ff) Time - Time that the consignor, consignee, and transporter signed the Bill of Lading.

As indicated at the bottom of the Bill of Lading – there are 3 copies – the top copy (White) is left with the Shipper, the middle copy (Yellow) is kept by the driver and the bottom copy (Pink) is for the consignee.

BLANK BILL OF LADING


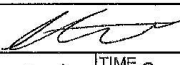
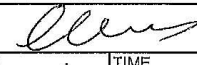
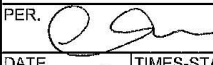
(This example is for a delivery of empty containers and pick up of full containers that occurs at the same time.)

		BILL OF LADING		Plant: 12337-82A Avenue, Surrey, B.C. V3W 0L5 Tel: 1-888-772-9772 Fax: (604) 592-2982		BILL OF LADING NO. (A) 4	
CARRIER Sample Transport Company (B)				PERMIT NOS.			
STREET 987 Somewhere Street				DISPATCHER			
CITY Anywhere	PROV BC	PC A0A 0A0	PHONE 098-765-4321	FAX 098-765-4321			
SHIPPER (FROM) Sample Depot (C) (D) 999				CONSIGNEE (TO) Product Care (F)			
STREET 123 Anywhere Street				STREET 12337 82A Avenue			
CITY Somewhere	PROV BC	PC H0H 0H0	CITY Surrey	PROV BC	PC V3W0L		
PHONE 123-456-7890 (E)	FAX		PHONE 604-592-2972 (G)	FAX 604-592-2982			
FROM SHIPPER (H)							
NO. OF PIECES	DESCRIPTION OF RESIDUAL / ARTICLE					WT.	UNIT
(I)	Light Fixtures Full - Pallet (J)					(K)	(L)
	Light Fixtures Full - Mega Bag						Kg
	N/A						Kg
	N/A						Kg
TO SHIPPER: (M)							
NO. OF PIECES	DESCRIPTION OF ARTICLE	WT.	UNIT	COMMENTS			
(N)	N/A (O)	(P)	n/a (Q)	(R)			
	Mega Bag - Empty		Kg				
	Pallet - Empty		Kg				
	Depot Sign		Kg				
	Shrinkwrap - Roll		Kg				
(S)							
SHIPPER Sample Depot (T)		CONSIGNEE Product Care (V)		CARRIER Sample Transport Company (X)		DRIVER NAME (Z)	DRIVER NO. (aa)
PER. (U)		PER. (W)		PER. (Y)		TRAILER (bb)	UNIT (cc)
DATE (ee)	TIME (ff)	DATE (ee)	TIME (ff)	DATE (ee)	TIMES-START	- AT SITE	- FINISH TIME (H)

White Copy - Shipper • Yellow Copy - Transporter • Pink Copy - Consignee

COMPLETED BILL OF LADING

(This example is for a delivery of empty containers and pick up of full containers that occurs at the same time)

		BILL OF LADING		BILL OF LADING NO. 4	
CARRIER Sample Transport Company STREET 987 Somewhere Street CITY Anywhere PROV BC PC A0A 0A0 PHONE 098-765-4321 FAX 098-765-4321				PERMIT NOS. DISPATCHER	
SHIPPER (FROM) Sample Depot STREET 123 Anywhere Street CITY Somewhere PROV BC PC H0H 0H0 PHONE 123-456-7890 FAX				999 CONSIGNEE (TO) Product Care STREET 12337 82A Avenue CITY Surrey PROV BC PC V3W0L PHONE 604-592-2972 FAX 604-592-2982	
FROM SHIPPER					
NO. OF PIECES	DESCRIPTION OF RESIDUAL / ARTICLE				WT. UNIT
1	Light Fixtures Full - Pallet				500 Kg
3	Light Fixtures Full - Mega Bag				600 Kg
	N/A				Kg
	N/A				Kg
TO SHIPPER:					
NO. OF PIECES	DESCRIPTION OF ARTICLE	WT.	UNIT	COMMENTS	
	N/A		n/a		
3	Mega Bag - Empty	30	Kg		
4	Pallet - Empty	100	Kg		
1	Depot Sign	10	Kg		
2	Shrinkwrap - Roll	5	Kg		
SHIPPER Sample Depot PER.  DATE July 1 / 11 TIME 9 AM		CONSIGNEE Product Care PER.  DATE July 4 / 11 TIME 11:30 AM		CARRIER Sample Transport Company PER.  DATE July 1 / 11 TIMES-START 9:15 AM	
				DRIVER NAME John DRIVER NO. 14	
				TRAILER UNIT C-1 9 PIECES 4	
				- AT SITE 8:40 AM - FINISH TIME 9:30 AM	

White Copy - Shipper • Yellow Copy - Transporter • Pink Copy - Consignee

Appendix V. Region Schedule