PRIMARY CONTACT POLICY

KEY FEATURES:

Effective January 1, 2018:

- **New stewards must have a Primary Contact appointed by a senior officer within the steward's organization**
- **Changes to Primary Contacts must be authorized by a senior officer within the steward's organization**

I. Overview

1. Primary Contacts must be appointed by a senior officer[1] within a steward's organization.
2. Only Primary Contacts may:
   (a) submit steward reports;
   (b) attest to the accuracy of the data contained in each annual steward report; or
   (c) make adjustment requests.

II. Purpose

3. This Policy:
   (a) supports secure access and data management for steward reporting and inquiries;
   (b) ensures that only appropriately authorized members of the steward's organization may:
      (i) access steward information and interact with the stewardship program;
      (ii) bind their organization to financial obligations associated with the stewardship program; and
   (c) enhances steward accountability with respect to information provided to the stewardship program.

[1] Only senior officers with the authority to bind their organization can appoint themselves or one of their staff to be the Primary Contact

III. Scope

4. This Policy is effective January 1, 2018. It applies to all new stewards and voluntary stewards meeting their regulatory stewardship obligations with one or more of the following programs:
   (a) Recycle BC (formerly MMBC);
   (b) Multi-Material Stewardship Western (MMSW);
   (c) Multi-Material Stewardship Manitoba (MMSM); and
   (d) Stewardship Ontario's Blue Box Program (SO) and Municipal Hazardous or Special Waste Program (MHSW)

IV. Policy

5. Every Portal account must have a Primary Contact assigned to the steward's account. Only one Primary Contact is permitted for each stewardship program.

6. Primary Contacts for new accounts after January 1, 2018 must be appointed by a senior officer within each steward's organization in writing using the Primary Contact Authorization Form available here [insert link]

7. Changes to Primary Contacts after January 1, 2018 must be authorized in writing by a senior officer within the steward's organization using the Primary Contact Change Form available here [insert link]

8. If a steward is registered in more than one program, a different Primary Contact may be appointed for each program, provided that each primary contact is appointed in accordance with this Policy.

9. Primary Contacts must provide all requested information when completing their registration on the Portal

10. Primary Contacts are the only authorized steward contact that can:
    (a) submit annual steward reports;
    (b) attest to the accuracy of the data contained in each annual steward report; or
    (c) make adjustment requests.

11. Different steward contacts on the Portal may be assigned by the Primary Contact, including:

(a) the secondary contact;
(b) the billing contact; or
(c) the environmental lead.

These additional contacts are optional and their roles and permissions are described in the National Stewards Guidebook available here [insert link] and in the Portal Users Guide available here [insert link]