



Ontario's Transition to Extended Producer Responsibility (EPR)

**City of Toronto Infrastructure &
Environment Committee**

Allen Langdon, CEO, Circular Materials
Nicole Gourley, COO, Circular Materials

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Our Commitment

- Ontario represents the largest recycling transition ever undertaken in Canada. We experienced early transition challenges and understand a number of Toronto residents experienced recycling collection delays.
- We acknowledge the inconvenience this caused and thank residents for their patience and understanding as we worked through and resolved early challenges.
- We are focused on continuous improvement and committed to building a system that Ontarians can count on in the long term.

Circular Materials is here to listen, to act, and deliver a reliable recycling system through strong partnerships, clear operations, and data-backed resident engagement.



Our Presence

- Circular Materials is a producer responsibility organization that supports producers in meeting their EPR obligations for packaging and paper products in five provinces across Canada.
- In Ontario, Circular Materials administers the new producer-funded, province-wide recycling program – a direction set by the Government of Ontario to improve environmental outcomes and reduce costs for municipalities.
 - **Ontario municipalities are collectively saving over \$200 million annually.**
- We oversee a network of collection partners now **servicing 395 communities across Ontario.**
- As we evolve recycling across the province, feedback and partnership is critical in supporting residents and communities.



Ontario's Current System

As of January 1, 2026, through a network of collection partners, we now provide recycling services to over **5 million households** across the province.

395 Eligible Communities Includes:

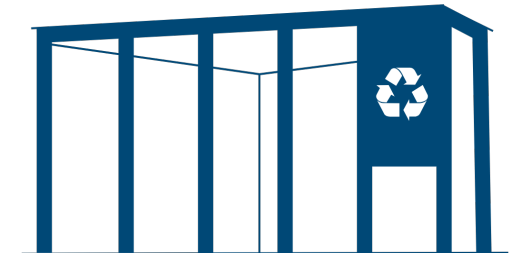
- 383 Municipalities
- 12 First Nations



330
communities
with curbside
collection



65
communities
with only depot
collection



43
Receiving
Facilities

Our Goals



Meet Ontario's Blue Box obligations and requirements

Includes meeting material performance targets.



Convenient and simplified recycling system Ontarians can count on

- Expanded and unified material list
- Technological advancements
- Infrastructure investments
- Supporting Ontario jobs



Increase recycling rates and reduce contamination

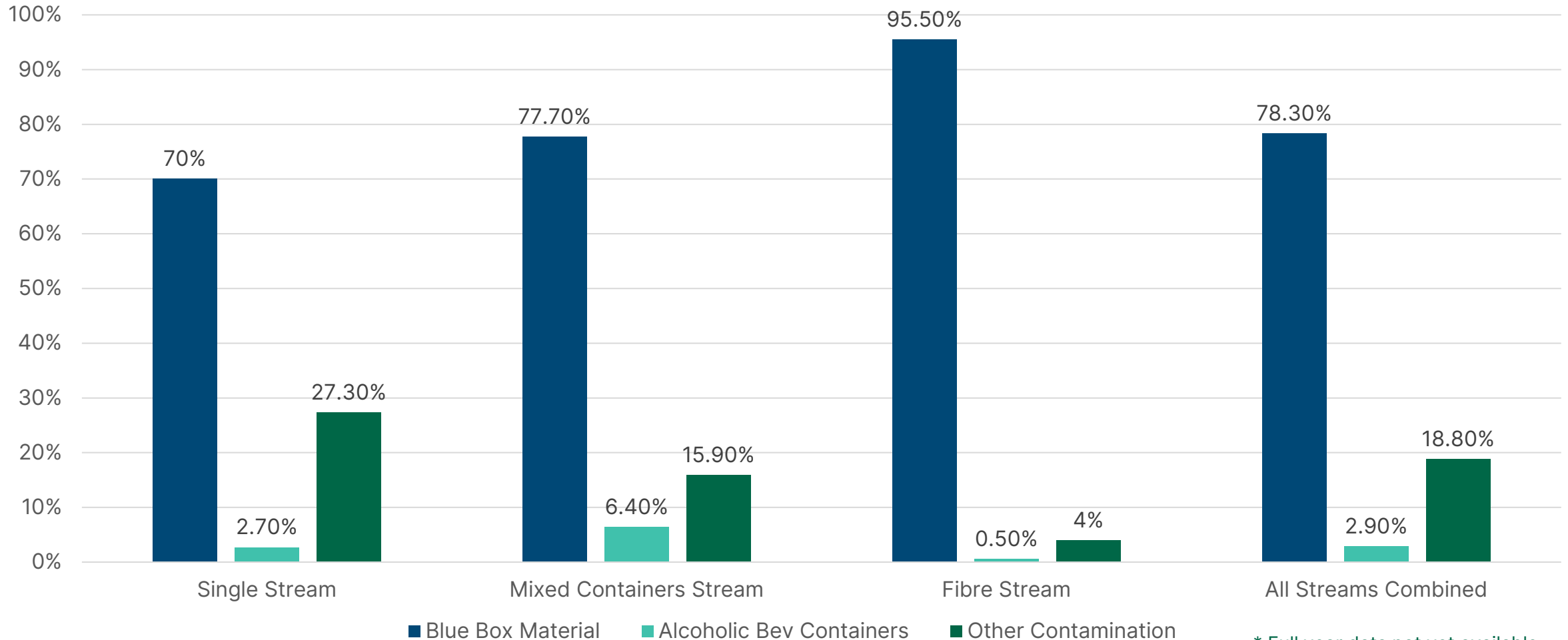
In Toronto, the contamination rate is 35% - one of the highest rates in Ontario.



Advance a circular economy

Packaging innovation and Material Access program that returns processed material back to producers for use in new products and packaging.

Ontario Blue Box Contamination by Stream (Jan – Nov 2025)*



* Full year data not yet available.

Ontario's Material Management Targets

As part of the province's Blue Box program, producers are responsible for meeting regulated recovery targets. These targets support accountability, strong environmental outcomes, innovation and system performance.

2031 2034	Tonnes of BBM Reported per Obligated Material Category x recovery % per obligated material category Management Requirements			
	*September 5, 2025 O.Reg Amendment extends best effort 2026-2028 However, investment in advanced technology and markets will be required to meet 2029 Regulatory targets.			
	Targets effective 2026 (Post Transition)			
	Recovery Percentage (2026 2028)	Recovery Percentage (2029 2030)	Recovery Percentage (2031 2034)	2035 Onwards
PAPER	80.0%	80.0%	80.0%	85.0%
RIGID PLASTIC	50.0%	50.0%	50.0%	60.0%
FLEXIBLE PLASTIC	10.0%	15.0%	25.0%	40.0%
GLASS	75.0%	75.0%	75.0%	85.0%
METAL	67.0%	67.0%	67.0%	75.0%
BEVERAGE CONTAINERS	75.0%	75.0%	75.0%	80.0%
CERTIFIED COMPOSTABLE				

Collaborating to Support Residents

- Ongoing partnership, information sharing and discussions to understand resident behaviours and needs.
- Streamlining communication channels to support coordinated resident communication by collaborating on Toronto's recycling calendar and Waste Wizard.
- Working with the City to support decision to swap recycling and waste schedule in District 2 and 3 (approx. 60,000 households).
- Working with our collection service provider and the City of Toronto, we will continue to evolve to deliver the recycling services residents expect.

Circular Materials values the City of Toronto's ongoing collaboration as we work together to support residents.



Key Learnings and Solutions



Contractor Onboarding. We worked closely with our collection service provider to identify and correct early gaps and ensure residents received recycling services.



Special Collections. Created to support City of Toronto's waste schedule change, however there was resident confusion and excess holiday volume to manage. We worked closely with the City team and our collection service provider to prioritize and address service delays.



Weather delays, increased volume due to holiday season. In January, there was significant snowfall that impacted driving conditions. We issued **182 service alerts** across the province to keep residents informed and updated on delays.



Resident call volumes and wait times. Due to heavy call and email volumes residents experienced longer than usual wait times. We onboarded additional staff to support volume, resolve backlogs and escalations. **Current average wait times: Less than a minute.** To date, call volume has declined significantly.

Resident Inquiries & Support

First Point of Contact

As most resident inquiries are about collection, the first point of contact is the collection service provider, GFL Environmental.

- **Tel:** 1-888-921-2686
- **Online Inquiry Form:** gflenv.com/canada-recycles/

Second Point of Contact

Circular Materials for urgent issues that are not being resolved directly with the collection service provider and recycling program inquiries.

- **Tel:** 1-877-667-2626
- **Email:** customerservice@circularmaterials.ca
- **Webpage:** circularmaterials.ca/recycleontario

Redirecting Constituent Inquiries

Dedicated Support For Elected officials to help with constituent inquiries related to recycling .

- **Mayors:** mayor@circularmaterials.ca
- **Councillors:** councillor@circularmaterials.ca
- **MPPs:** mpp@circularmaterials.ca

Resident Communications

Delivering timely and clear communications to residents that provides accurate information.



Targeted Promotion and Education. Proactive, multi-channel strategy to highlight changes and benefits with residents, including educational resources and tools.



Community Engagement. Onsite recycling activations at local events (Do West Fest, St. Lawrence Re-Market) to support awareness. Collaborating with the City of Toronto on its long standing 3Rs Ambassador Program to ensure recycling continues to be highlighted as part of the training.



School Programs. Working with EcoSchools and Earth Rangers to enhance recycling education with students. **20+ Toronto schools** have signed up to participate in the Earth Rangers program. Recycling education toolkits are being promoted through these programs.



Website Education. Circular Materials dedicated Toronto community page includes customer service details, request forms and collection schedules.





Looking Ahead

Circular Materials is committed to delivering consistently reliable, fully compliant recycling services that supports residents' experience.

Successful transitions require collaboration and learning from all parties involved.

- Ongoing meetings with municipal officials and teams, including Ontario Municipal Working Group to share key updates.

We look forward to progress and building a trusted, resilient recycling system that meets community needs and sets a new standard for Ontario and Canada.



Questions?



circularmaterials.ca

info@circularmaterials.ca