



Richmond Ban on Single-Use Plastic and Other Items Questions and Answers Guide for Business

The following are responses to questions raised by business operators about *Single-Use Plastic and Other Items Bylaw No. 10000*.

QUESTIONS	ANSWERS
Are plastic garbage bags part of the ban?	No. Once adopted, only plastic checkout bags will be banned under Bylaw 10000.
If businesses still carry remaining checkout plastic bags when the bylaw is implemented, how do they get rid of unused supplies or is it okay to use them if the business can prove they purchased the bags before the ban was in place?	As per the timeline approved by Council, pending final adoption on September 27, 2021, businesses will have 6 months to use back stock before Bylaw 10000 is implemented and effective on March 27, 2022. The City will not enforce Bylaw 10000 with penalties until September 27, 2022 – this provides a full year for businesses to come into compliance.
Will the City of Richmond provide businesses with grants, subsidies or other financial incentives if they switch to approved alternatives before the ban is in place?	At this time financial incentives to businesses are not a component of the implementation plan.
How will this bylaw affect Richmond locations of multinational chains like Starbucks that do not have these same restrictions in other parts of Canada?	Once adopted, any business with a business license from the City of Richmond will be required to abide by Bylaw 10000 – this includes multinational chain stores.
Why does Richmond’s bylaw specify hinged/lidded food containers as foam that is banned?	<p>Once adopted, Bylaw 10000 will include “hinged or lidded containers” in the definition of Food Service Ware as these are common styles of “to-go containers” used in the food service industry.</p> <p>Bylaw 10000 defines the following: Food Service Ware as “products used for serving or transporting prepared food or beverages including, but not limited to, plates, cups, bowls, trays, cartons and hinged or lidded containers.”</p>
Would the City consider a recognition program like BBB rating or Eco friendly rating for businesses who use approved alternatives?	This is not a part of the implementation plan at this time. However, City staff are finalizing a ‘Business Toolkit’ that will provide point-of-sale materials for businesses to utilize in their stores. This includes window decals, posters, till-toppers, and menu inserts that share this business is using recyclable alternatives to the single-use plastics banned under Bylaw 10000.

QUESTIONS	ANSWERS
<p>Are the following items included in the ban now or in future:</p> <ul style="list-style-type: none"> • Little ziplock bags for jewelry • Plastic used to wrap toilet seats • Plastic and paper twist ties • Plastic utensils • Plastic cling wrap e.g. Saran Wrap • Plastic wrapping on clothing sold in retail stores • Rolled plastic bags used for produce, bulk items • Large size Styrofoam boxes used for frozen food • Disposable plastic gloves • Large compostable bags to collect food waste • Plastic table cloths <p>Plastic straws that come with juice boxes</p>	<p>None of the items listed are included in the current Single-Use Plastic and Other Items Bylaw No. 10000 that will be presented to Council for final adoption on September 27, 2021. However, it is important to note that Council may direct staff to include additional items to Bylaw 10000 in the future.</p>
<p>Why are produce bags, meat bags and laundry bags exempted?</p>	<p>Once adopted, plastic produce bags, plastic meat bags and plastic laundry bags are exempted from Bylaw 10000 as these are either used to package loose, bulk items and/or offer hygienic protection for the products. There are no viable alternatives at this time however, these items could be considered for inclusion in the future.</p>
<p>Why are higher quality plastics allowed?</p>	<p>The alternatives presented in the Business Discussion Guide and Business Toolkit are readily recyclable through curbside Blue Box/Cart collection under the Recycle BC Program, which is why they will still be permitted. For more information on acceptable alternatives please visit https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p>
<p>Why is Styrofoam for things like meat and other raw foods not included in the ban?</p>	<p>The goal of Bylaw 10000 is to reduce unnecessary waste such as single-use items for prepared food for which there are more environmentally friendly options available on the market. Packaging for meat and raw foods are currently exempted to ensure food safety until there are viable alternatives available.</p>

QUESTIONS	ANSWERS
Will food delivery companies be exempt from the ban? -Restaurants are not directly providing the banned products to customers while using delivery services, so how does this work?	Once adopted, if the restaurant that is providing the food for delivery has a business license with the City of Richmond, the restaurant will be required to abide by Bylaw 10000 to package to-go food as the customer is still the purchaser of the food.
Can customers bring their own plastic bags?	Yes.
Is the ban on biodegradable/compostable plastics set in stone or is there any leeway to allow these products?	Once adopted, the requirements under Bylaw 10000 banning biodegradable/compostable plastics will be final. This offers consistency with amendments to provincial legislation that recommend including these items and other neighbouring communities who are also banning biodegradable/compostable plastics. Amendments may be considered once clear standards are established.
If customers request for plastic straws, can we provide them? E.g. if Bubble Tea operators don't provide a straw, customers will request one.	Once adopted, Bylaw 10000 allows for providing straws only to persons with a disability or other accessibility need, who request a straw. Note that a business cannot ask for proof of disability or enquire further details.
Can we still buy and keep straws in stock? Will it cause penalty when the City finds out there are straws in stock?	Yes, businesses can keep straws in stock as they may be requested by peoples with disability or accessibility needs. Businesses will be permitted to provide straws if requested in this case.
Can customers use plastic straws in a restaurant if they bring their own? - How do inspectors confirm if the plastic straws are brought by customers or distributed by the shop?	Businesses must ensure compliance with their food and safety regulations. If a business determines it is within their regulation to allow this practice, it is recommended that the businesses staff do not directly touch the item.
Will the City provide examples of where businesses might be allowed to charge customers for the cost of using alternative products?	No. The City is not requiring businesses to charge for alternative products at this time. It will be at the businesses discretion.
If a business hires food delivery services for event purposes, are they allowed to use foam plates?	If the restaurant that is providing the food for delivery has a business license with the City of Richmond, the restaurant will be required to abide by Bylaw 10000 to package to-go food as the customer is still the purchaser of the food.
Can businesses use plastic bags to wrap cooked food that has been cooled down?	Yes, provided the prepared food is not pre-packaged.
I own a bakery, when and how could plastic bags still be utilized during operation of business under the bylaw?	Plastic bags for wrapping bakery goods that are not pre-packaged will still be permitted. However, a plastic checkout bag may not be provided at the point of sale to put all purchased items in to carry out of the store—here an alternative must be used.

QUESTIONS	ANSWERS
Why is the ban limited to plastic checkout bags, foam food service ware and plastic straws?	Council provided direction to staff to target these items as they are unnecessary single-use plastic items that have viable alternatives on the market. These are among the most problematic and prevalent items which have negative environmental impacts at their end of life.
Why is the City allowing the bulk purchase of plastic straws and plastic bags but banning business from using them?	Residents may still purchase for use at home when needed (i.e. disability, children, etc.). Business may still purchase to provide for persons with a disability or other accessibility need.
Is it really necessary to implement the bylaw? Even if the containers are recyclable, customers may end up throwing them into the garbage bin.	In Richmond, it is estimated that more than 35 million plastic checkout bags, plastic straws and foam cups and containers are disposed of in the garbage each year. The goal of Bylaw 10000 is to encourage the reduction of unnecessary single-use items and move towards a more circular economy. An economy where the materials we use stay in circulation to be used, re-used and recycled multiple times into new products.
Can frozen dim sum sold as wholesale or through retail stores use foam trays?	Yes, frozen dim sum is not classified as a Prepared Food and would be exempted from Bylaw 10000.
Meat butchers who are in the wholesaling business use big plastic bags to package 5 pounds, 10 pounds or heavier meat for their customers. Are they allowed to use the large-size plastic bags?	Yes, provided the bag is not used as a Plastic Checkout Bag.
Is the charge of \$0.15 for paper bags mandatory? The cost will be passed onto the consumers.	No. The City is not requiring businesses to charge for alternative products at this time. If a business would like to implement fees, it will be at the businesses own discretion.
How come only commercial businesses are affected by this bylaw, whereas community facilities and charitable organizations have a longer grace period or are not affected at all?	City owned facilities will be required to abide Bylaw 10000. Organizations incorporated and in good standing under the Society Act, or registered as a charitable society or organization under the federal Income Tax Act have been given an additional six months to transition away from Foam Containers as these organizations donate their time and money to assist their community and as such have less ability to pass on increased costs to their patrons.
Are customers allowed to bring in one-time used foam cups, if washed, to the restaurants for take out?	Businesses must ensure compliance with their food and safety regulations. If a business determines it is within their regulation to allow this practice, it is recommended that the businesses staff do not directly touch the item.
What is the restriction on prepared food that is imported or exported (eg. Sashimi that is packaged in with foam containers)?	As long as the prepared food is being sold from business to business and will be further packaged before sold to a customer, this will be exempted.

QUESTIONS	ANSWERS
Is this bylaw only applicable to business, but not for consumers or residents?	The Bylaw applies to all businesses in Richmond, however residents and consumers will be affected as the banned items will no longer be offered at businesses in Richmond.
Can consumers buy plastic garbage bags and plastic straws?	Yes. Consumers will still be able to purchase plastic garbage bags and plastic straws. As Bylaw 10000 does not limit or restrict the sale of plastic garbage bags or straws intended for use at home or businesses, provided that they are sold in bulk packages.
Why is Richmond taking this long to have the bylaw approved?	As Bylaw 10000 intends to regulate the natural environment, approval from the provincial Ministry of Environment and Climate Change was required before Bylaw 10000 can be adopted. This step has increased the length of the process.
Does the City’s ban follow European Union legislation on single-use plastic?	The European Union identified harmful single-use products which includes the items Bylaw 10000 has targeted. The directive leaves some discretion to each Member State on how best to reduce packaging waste in their country – this may be through bans, reduction targets, fees, extended producer responsibility, increased awareness etc.
Who is responsible for inspections and enforcement?	The City of Richmond, Environmental Programs and Bylaws Departments.
How will bylaw be enforced consistently?	Additional Bylaw resources may be provided to ensure Bylaw 10000 is effectively enforced. The City will begin the enforcement phase by continuing education and working with businesses to support their compliance efforts. This will be a staged approach to ensure that businesses have all the information and resources necessary to successfully comply. Penalties will be laid after September 27, 2022 once sufficient education and notice has been issued to the business in non-compliance.
Customers may not follow the bylaw by bringing banned products to restaurants, so what should restaurant staff do?	Businesses must ensure compliance with their food and safety regulations. If a business determines it is within their regulation to allow this practice, it is recommended that the businesses staff do not directly touch the item.
If a customer purchases a cup that comes with a plastic straw, is it okay for the business to sell it?	Yes. As the cup and straw are being sold as a product they will be exempt.
What is the definition of a non-profit/charity to get the extension?	Organizations incorporated and in good standing under the Society Act, or registered as a charitable society or organization under the federal Income Tax Act.
Who is included in health care exemption?	Hospitals or any facility licensed as a community care facility under the Community Care and Assisted Living Act.
When will bylaw enforcement begin?	Once adopted, enforcement will come into force and effect on September 27, 2022.
SINGLE-USE BANS BEYOND RICHMOND’S BYLAW	

QUESTIONS	ANSWERS
What are other BC cities doing regarding bans on single-use plastic?	Various municipalities in BC are enacting similar bylaws.
Why did the ban in Vancouver not take effect a couple of years ago? What will Richmond do differently?	Richmond adheres to the Community Charter requirements, whereas the City of Vancouver follows the Vancouver Charter. For details on the City of Vancouver ban, the City of Richmond encourages all inquiries are directed towards Vancouver staff. https://vancouver.ca/your-government/contact-the-city-of-vancouver
Will the City consult with other cities that have implemented similar bans to talk about lessons learned?	Yes. The City has already been in contact, and remains in contact with various municipalities that have already implemented bans or are planning to do so. The City also actively works with the Metro Vancouver and Provincial staff.
Is there a difference between the bans in Richmond and Vancouver, and what is the timeline to have the same bans in both cities?	For details on the City of Vancouver ban, the City of Richmond encourages all inquiries are directed towards Vancouver staff. https://vancouver.ca/your-government/contact-the-city-of-vancouver
Why doesn't the City ban the import of plastic checkout bags and foam containers?	The City does not have the authority to ban the import or export of these items.
Why wasn't the bylaw proposed by the provincial government, instead of at a City level as a municipal government?	Through the CleanBC Plastics Action Plan on July 26, 2021 the province made amendments under the Community Charter that enables local governments in B.C. to take action on plastics by authorizing municipalities to implement bylaws that ban certain single-use items. This will streamline the process and ensure new bylaws are aligned. Additionally, the Province is working on a provincial ban on single-use items, but this timeline is unknown. It is important to note that the items Bylaw 10000 impacts are also identified in the provincial regulation.
Why doesn't the City prevent suppliers from manufacturing products that do not qualify under the bylaw?	The City does not have the authority to ban the manufacturing of products.
Is Surrey going to have a similar bylaw soon?	For information regarding the City of Surrey, Richmond staff encourage all inquiries be directed towards Surrey staff. https://www.surrey.ca/contact-sfiis.aspx
What is the City doing to require commercial recycling?	The City currently has a pilot Commercial Garbage and Recycling service.
Has the City considered advocating/supporting programs like LOOP?	Yes.

QUESTIONS	ANSWERS
Is the City aware of programs like the plastic bank – helping people around the world collect and monetize plastic (connect the supply chain)?	Yes.
Does the City have a timeline for banning plastic entirely?	No.
Can hard plastics be used for soup?	Yes.
What is included in approved recyclable plastic?	Alternative items acceptable under Bylaw 10000 are any materials that are recyclable through curbside Blue Box/Cart collection under the Recycle BC Program. For more information on acceptable alternatives please visit https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/
Does the thickness of the plastic bag make a difference because it is more reusable?	Once adopted, Bylaw 10000 will ban any checkout bag made with plastic, regardless of its thickness.
How do you tell the difference between PFAS wax and approved plastic container liners?	It is very difficult to tell the difference, the City advises businesses to ask their suppliers to confirm what each item they are purchasing is made of to ensure it is safe.
Is the City pushing to get more competitive prices for approved alternatives?	No, as a municipal government the City has no influence on the price of alternative products. However, as demand and supply changes, the City expects prices for alternatives will become more competitive. The City has heard that businesses who buy in larger groups receive better pricing.
Will the City provide subsidies for small businesses to offset the higher costs of approved alternatives?	This is currently not a component of the implementation plan.
Are bendable paper straws available?	Yes, somewhat. They are not as “bendy” as plastic but do offer a slight curve.
What is the time frame for recycling alternatives?	Once adopted, businesses must have recyclable alternatives in place before Bylaw 10000 is effective on March 27, 2022. Enforcement of Bylaw 10000 with penalties will begin September 27, 2022.

QUESTIONS	ANSWERS
<p>How can you tell if a paper container is compostable or recyclable?</p>	<p>The City advises businesses to ask their suppliers to confirm what each item is made of to ensure they are acceptable for composting or recycling. If a paper container has a plastic liner, this would make it a recyclable item (e.g. residential yellow bag or mixed paper cart). If the container is purely made out of paper and is food soiled, this can go in the Green Cart. For more information on acceptable alternatives please visit www.richmond.ca/greencart or https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p>
<p>What are the standards for recyclable or compostable?</p>	<p>As a collector on behalf of Recycle BC, the City encourages businesses to source reusable alternatives or alternatives that can be recycled curbside through the Blue Box/Cart collection under the Recycle BC Program, or composted in the City's Green Cart Program. For more information on acceptable alternatives please visit www.richmond.ca/greencart or https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p>
<p>Where is recyclable plastic sent for recycling?</p>	<p>As a collector under Recycle BC, all residential plastics collected by the City of Richmond are transported to a material recovery facility for processing. For more information please contact Recycle BC at https://recyclebc.ca/</p>
<p>Is there a symbol for products to indicate they are in compliance with the ban? E.g. Is the triangle symbol on plastic a sign that it is accepted?</p>	<p>Not at this time.</p>
<p>Can you use certification from other cities or countries and apply them to biodegradable or compostable plastic?</p>	<p>At this time, compostable/biodegradable plastics are not allowed as they are not accepted in the City's Green Cart program or the City's Blue Box/Blue Cart program as part of Recycle BC's residential recycling requirements, nor are they guaranteed to biodegrade if littered or sent to local industrial compost facilities. This is because standards and certifications are not required or aligned with the processing requirements for existing infrastructure that are designed to compost food scraps and yard waste in the region.</p>
<p>If we have alternative products that we would like checked for compliance with the bylaw, how do we do that?</p>	<p>Please refer to City's Green Cart program or the City's Blue Box/Blue Cart program as part of Recycle BC's residential recycling requirements. For more information please visit: https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://www.richmond.ca/services/recycling/food-yard/greenrecycling.htm or https://recyclebc.ca/what-can-i-recycle/</p>

QUESTIONS	ANSWERS
What is the difference in the cost of alternatives vs. the banned items	The City has been unable to get accurate pricing from suppliers however, expect cost variance to become more balanced as demand for alternatives increases.
How will businesses find suppliers for alternative products?	<p>Many of the suppliers that businesses are currently using offer alternative products. The City encourages businesses to ask their current suppliers using the guidelines outlined in the Discussion Guide or Business Toolkit.</p> <p>Alternatively, the City has provided a vendor list at www.richmond.ca/singleuse, however the list has been compiled for information purposes only to support businesses in a successful transition away from the items banned under Bylaw 10000. Businesses must conduct due diligence to ensure items are acceptable. Please note the list is not exclusive nor is the City responsible for any aspect of the products offered by the organizations or fluctuations in product availability.</p>
What other alternatives for plastic checkout bags are there (other than paper)?	Reusable bags.
If the local processing industry is not able to fully compost the compostable or biodegradable plastic items, why not just burn them as they're made from starch and have no plastic?	The City is promoting circular economy principles to reduce waste disposal and maximize recycling and reuse.
Why are hard plastic containers approved alternatives but plastic bags are banned – they are both plastic?	<p>Hard plastic containers are made of different types of plastic that can be recycled more times.</p> <p>Hard plastic containers are readily accepted in the City's Blue Box/Blue Cart program as part of Recycle BC's residential recycling requirements. For more information please visit: https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p> <p>Additionally, plastic bags are very light-weight, making them more susceptible to becoming environmental pollution at end of life.</p>
What do businesses do with food safe concerns if customers bring in reusable containers to a restaurant?	Businesses must ensure compliance with their food and safety regulations. If a business determines it is within their regulation to allow this practice, it is recommended that the businesses staff do not directly touch the item. Recommend having the customer place the food into the reusable container themselves.

QUESTIONS	ANSWERS
<p>Having Vancouver Coastal Health develop guidelines may not be practical. Why not just give customers (plastic products) for free, instead of reuse or bring in personal containers, the cost is only minimal?</p>	<p>This is an option, although the intent of the Single-Use Plastic and Other Items Bylaw No. 10000 is to reduce waste.</p>
<p>Are ceramic containers recyclable?</p>	<p>No.</p>
<p>Are products containing thin metal materials recyclable?</p>	<p>If the container is made out of aluminum it can be recycled in the City's Blue Box/Blue Cart as part of Recycle BC's residential recycling requirements. For more information please visit: https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p>
<p>If paper cups contain PFAs or are coated with plastic, can they be recycled with other paper products – if not how, are they recycled?</p>	<p>Paper cups that are plastic lined, or coated by PFAS are recyclable in the Blue Box/Blue Cart as part of Recycle BC's residential recycling requirements, not with paper. For more information please visit: https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/</p>
<p>It will be challenging for bubble tea operators to stop offering plastic straws – how can they better adapt to the change?</p>	<p>Aside from paper straws, bubble tea operators can offer their customers a discount when they bring their own reusable cup and straw, or offer reusable straws for sale. There are also edible straws that can withstand submersion for extended periods.</p>
<p>Are containers made out of rice, corn, sugar cane or PLA approved alternatives?</p>	<p>No, these items are not accepted in the City's Blue Box/Blue Cart program as part of Recycle BC's residential recycling requirements. If these items are used to make plastic they likely undergo a chemical process that effectively creates a polymer based (plastic) material. In this process, unidentified additives may be incorporated creating an unknown blend of materials. As there are no required regulations for the composition of bio-based or compostable/biodegradable plastics, they are not accepted at this time.</p>
<p>Why are you promoting reusable bags when they are not environmentally friendly? After repeated use they will eventually be sent to the garbage dump and they are not hygienic.</p>	<p>The City is not promoting one alternative material over another. The goal is to reduce unnecessary waste and make residents aware of the environmental costs of all alternatives. The City encourages residents to opt for reusable bags that are machine washable and can withstand over 100 uses.</p>
<p>Are the alternative plastic boxes compostable?</p>	<p>No, any containers that contain plastic are not accepted for composting.</p>

QUESTIONS	ANSWERS
Are plastic-lined paper products okay to use?	Yes. These will be recycled in in the Yellow Bag or Mixed Paper Blue Cart. For more information please visit: https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://recyclebc.ca/what-can-i-recycle/
Are BPI certified products okay to use?	No, compostable and bio-degradable plastics are not accepted in the City of Richmond’s Green Cart Program or Recycle BC’s recycling programs.
What are the guidelines for recycling approved alternatives?	As the City collects on behalf of Recycle BC, the City must abide by their guidelines. For details on what is accepted in the residential recycling bins please visit: https://recyclebc.ca/what-can-i-recycle/
Are materials lined with compostable plastic, or that use compostable plastic, okay under the bylaw?	No, compostable and bio-degradable plastics are not accepted in the City of Richmond’s Green Cart Program or Recycle BC’s recycling programs.
The City of Coquitlam provided a lot of paper bags for businesses to sort out food when they pushed the green waste initiative, will the City of Richmond provide any paper bags to us regarding this bylaw?	No, at this time sample materials will not be provided to businesses.
How can businesses ensure the supplies they purchased are permitted in the City of Richmond?	The City has provided tips and questions for businesses to ask suppliers before purchasing alternative materials – these can be found in the Discussion Guide or Business Toolkit. As a collector on behalf of Recycle BC, the City encourages businesses to source reusable alternatives or single-use packaging that can be recycled in the City’s Blue Box/Blue Cart program as part of Recycle BC’s residential recycling requirements, or composted in the City’s Green Cart program. For more information on acceptable alternatives please visit https://www.richmond.ca/services/recycling/services/blueboxbluecart.htm or https://www.richmond.ca/services/recycling/food-yard/greenrecycling.htm or https://recyclebc.ca/what-can-i-recycle/
Do alternatives have to be manufactured in Canada?	Is there a program for returnable glass – deposit – other than drink containers?
COMMUNICATION WITH BUSINESS	
Will there be continuous communication between the government and businesses?	Yes, the City will continue to keep affected businesses informed about Bylaw 10000, and will provide resource materials to support implementing the ban.

QUESTIONS	ANSWERS
<p>Is there certified training or information for packaging or repacking food for employees (Serving it right)?</p>	<p>The Province offers FOODSAFE training programs for the food service industry. For more information, visit http://www.foodsafe.ca/courses.html</p> <p>In addition, the City will ensure education and communication support is available for all businesses in Richmond.</p>
<p>Can you integrate education on Bylaw 10000 and its requirements into the business licence process (especially for new business)?</p>	<p>The City will ensure education and communication support is available for all businesses in Richmond.</p>
<p>Can you partner with the Richmond Chamber of Commerce and other business associations to help inform businesses and help them with implementation?</p>	<p>Yes. The City has already been actively working with Richmond business associations, including the Chamber of Commerce to spread information to businesses.</p>
<p>Will the City provide a vendor list to make it easier to source approved alternatives to banned items?</p>	<p>Many of the suppliers that businesses are currently using offer alternative products. The City encourages businesses to ask their current suppliers using the guidelines outlined in the Discussion Guide or Business Toolkit.</p> <p>Alternatively, the City has provided a vendor list at www.richmond.ca/singleuse, however the list has been compiled for information purposes only to support businesses in a successful transition away from the items banned under Bylaw 10000. Businesses must conduct due diligence to ensure items are acceptable. Please note the list is not exclusive nor is the City responsible for any aspect of the products offered by the organizations or fluctuations in product availability.</p>
<p>How will you reach tourists and other visitors coming to Richmond to advise them of the ban?</p>	<p>Once the ban is in place, there will be ample communications materials available to businesses to help communicate the ban to their customers. The City has also engaged Tourism Richmond to help spread the word to associated businesses.</p>
<p>Are distributors being informed about the banned items and approved alternatives?</p>	<p>The City continues to reach out to all affected businesses in Richmond, this includes suppliers. However, if the supplier you use is not based in Richmond, please send their contact information to singleuse@richmond.ca and we can send information.</p>
<p>Switching to alternative products may cost businesses more on budget. If a business were to increase pricing on product to balance out the cost, what are better ways to notify customers of such changes?</p>	<p>The City is not requiring businesses to charge for alternative products at this time. If a business would like to implement fees, it will be at the businesses own discretion.</p> <p>The City will provide tools to businesses which note the Bylaw is a City regulatory requirement.</p>

QUESTIONS	ANSWERS
<p>What are the promotion plans to be implemented that allow more people to be aware of this bylaw?</p>	<p>City staff restarted communication with business on the implementation plan for final adoption of Bylaw 10000 in July 2021. The broader community awareness campaign for Bylaw 10000 will commence pending final adoption on September 27, 2021. Community communications will increase as we come closer to the effective date of March 27, 2022 – after this time there will be a substantial communications push across all platforms in both print and digital advertising.</p>
<p>Can the City facilitate business partners or bulk buying program to help keep costs of alternatives down?</p>	<p>No, however the City is working with and supporting stakeholders that are able to fill this gap.</p>
<p>Will the City be able to report back to business on data/numbers e.g. #s of bags recycled after implementation?</p>	<p>The City relies on annual waste audits conducted by Metro Vancouver to review and identify trends with regards to single-use items. When new audit information is available, the City is able to provide a link to Metro Vancouver’s report; however, it is important to remember that this data is for the region, not just Richmond.</p>
<p>Can the City provide an approved products list by SKU?</p>	<p>No, however companies that carry approved items will be shared at www.richmond.ca/services/recycling/singleuseplastic/resourcesforbusiness.htm</p> <p>Please note the online supplier list is being compiled for information purposes only to support Richmond businesses in the successful transition away from the items proposed to be banned under Bylaw 10000.</p> <p>The list is not exclusive nor is the City responsible for any aspect of the products offered by the organizations or fluctuations in product availability. Businesses must conduct due diligence to ensure items are acceptable.</p>