

The FORMULATOR

April
2011

The Annual Magazine of the Canadian Consumer Specialty Products Association (CCSPA)

INSIDE:

**Waste Diversion:
Lessons Learned In Ontario**

**Sharing Responsibility
for Ontario's Environment**

Getting Your Message to the Media

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Canadian Consumer Specialty
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130 Albert Street, Suite 800
Ottawa, ON K1P 5G4
Tel: (613) 232-6616
Fax: (613) 233-6350
Email: assoc@ccspa.org
Websites: www.ccspa.org
www.healthycleaning101.org

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Cover photo by Kirsten Alcock, Manager, Product Safety, Dell Tech Laboratories Ltd.

Publisher
Robert Thompson

Editor
Ali Mintenko

Sales Manager
Joe Strazzullo

Sales Executives
Mark Fallis, Cierra Giesbrecht

Production Team Leader
Adrienne N. Wilson

Graphic Design Specialist
Krista Zimmermann

Published by:

MediaEDGE
PUBLISHING INC.

5255 Yonge Street, Suite 1000
Toronto, ON M2N 6P4
Toll Free: (866) 216-0860 ext. 229
robertt@mediaedge.ca

531 Marion Street
Winnipeg, MB R2J 0J9
Toll Free: (866) 201-3096
Fax: (204) 480-4420
Website: www.mediaedgepublishing.com

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President
Kevin Brown

Senior Vice-President
Robert Thompson

Branch Manager
Nancie Privé

Please return
undeliverables to:
**Canadian Consumer Specialty
Products Association (CCSPA)**
130 Albert Street, Suite 800
Ottawa, ON K1P 5G4
Tel: (613) 232-6616
Fax: (613) 233-6350
E-mail: assoc@ccspa.org
Websites: www.ccspa.org
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Shannon Coombs
CCSPA

CCSPA STAFF 2011



SHANNON COOMBS, PRESIDENT

Shannon has an Honours Degree in Political Science from Carleton University as well as extensive experience in government and political arenas. Prior to joining the association, she worked for the Canadian Federation of Agriculture and Agriculture Canada. Her responsibilities at CCSPA include overall management and implementation of effective government relations and regulatory strategies on critical issues for members, coalition building and member recruitment. She is also the spokesperson for the industry.



NANCY HITCHINS, DIRECTOR, ADMINISTRATION & MEMBER SERVICES

As Director, Administration & Member Services, Nancy is responsible for all aspects of office management and administration and the co-ordination of all CCSPA events and member communications. She joined the association in 1995 as Executive Assistant to the President. Originally from Newfoundland, she worked in the Faculties of Education and Medicine at Memorial University and as Executive Assistant to the former premier Frank D. Moores. She has a Diploma in Secretarial Science and in 1987, transferred to Ottawa to work for GCI (Government Consultants International Inc.) as Executive Assistant to the Chairman.



CHERYL FOUGERE, DIRECTOR, POLICY

Originally from Nova Scotia, but raised in Edmonton, Cheryl moved to Ottawa in 1998 after completing her degree. Cheryl has a BA in Political Science with a Minor in French from the University of Alberta. Prior to joining CCSPA, she worked at the Canadian Council on Learning in the field of Knowledge Exchange and on Parliament Hill for three Members of Parliament and two Cabinet Ministers. Her responsibilities at CCSPA include negotiation, stakeholder representation, and regulatory and government relations support for all pesticide issues and antimicrobial issues, as well as assisting the President with increasing CCSPA's profile on Parliament Hill.



YAMILE WASSLEN, MANAGER, REGULATORY AFFAIRS

Yamile has a Bachelor of Science Degree (Honours) in Chemistry with a focus in Organic Chemistry from the University of Ottawa and a Ph.D. in Inorganic Chemistry from Carleton University. While at CCSPA, Yamile will be working on key files including Canadian Food Inspection Agency/Bureau of Chemical Safety (CFIA/BCS) issues, Globally Harmonized System (GHS) for Classification and Labelling, and *Food and Drugs Act* (F&DA) substances subject to the *Canadian Environmental Protection Act* (CEPA).

MESSAGE FROM THE PRESIDENT



The beginning of the new decade allows us to look forward, in a positive and proactive fashion, to the numerous issues that impact the CCSPA and our member companies. Our credible reputation and relationships with numerous regulators across the various departments in Ottawa continue to grow. Our results in 2010 were a testament to those strong relationships.

Once again, our members' limited resources will be stretched thin due to the unprecedented number of environmental, legislative and regulatory-based initiatives launched by the McGuinty Government in Ontario in the last 36 months - the *Toxics Reduction Act, 2009* and its regulations, the Consolidated Municipal Hazardous or Special Waste (MHSW) Plan and the expansion of the Blue Box Program Plan (BBPP). However, the permanent end to the Phase 2-3 program of MHSW was a success for this industry! We stayed on message for more than two years – that soap was not hazardous waste and irritants should not be in the program. We also built a strong working relationship with the Consumers Council of Canada. Anne McConnell provides an excellent in-depth review of lessons learned and Gemma Zecchini shares her perspective on Stewardship Ontario's role in waste diversion. Given the divisiveness of this issue among stewards, associations and governments, there is always something to learn!

At the federal level, the *Canada Consumer Product Safety Act* received Royal Assent in December 2010. This bill was introduced at the 2008 Annual CCSPA/Federal Government Interface by Prime Minister Stephen Harper, Health Minister Tony Clement, and Agriculture & Agri-food Minister Gerry Ritz and CCSPA. Getting this bill through the minority Parliament was key to ensuring the integrity and status quo for our risk-based Canadian labelling systems. Rick Smith, Executive Director of Environmental Defense, tells us about

the power of unlikely partnerships and how we worked together on this piece of legislation – a very positive outcome for both organizations.

At our Annual Conference in October 2010, we had a variety of excellent speakers and John Capobianco gives us a great 101 on public relations.

Once again, we have included a letter from the Minister of Health, who thanks CCSPA saying “Your support of the *Canada Consumer Product Safety Act* was invaluable, and it is thanks, in large part, to this support that the *Act* is now law.”

We are also pleased to include a letter from the Honourable Peter Kent, Minister of the Environment, who has also recognized our efforts on various files, and states “CCSPA is a respected entity that helps the Government to understand the needs and concerns of member companies throughout the regulatory process, and to build cooperative solutions.”

Our proactive leadership as the premier consumer products industry association is recognized and appreciated by government. So while some days the road ahead seems daunting – our industry is valued.

I would like to thank the CCSPA staff, our member volunteers and the CCSPA Board of Directors for their ongoing help and support in 2010 – it was a tough but very successful year!

A handwritten signature in black ink that reads "Shannon Coombs". The signature is written in a cursive, flowing style.

Shannon Coombs
President, CCSPA

Minister of Health



Ministre de la Santé

Ottawa, Ontario K1A 0K9



As Minister of Health, I am grateful to the Canadian Consumer Specialty Products Association for its ongoing collaboration with the Government of Canada. Your Association has influenced the development of regulations and programs that are helping make Canada a healthier and safer place to live.

Protecting and promoting the health and safety of Canadian families, and communities is of the utmost importance to our government. We are consistently working to improve the quality of life of Canadians by promoting healthy environments and consumer safety.

I believe it is important for our government to listen to stakeholder needs and views, which help shape policy-development and decision-making. Your support of the *Canada Consumer Product Safety Act* was invaluable, and it is thanks, in large part, to this support that the *Act* is now law. It gives our Government important new tools—including mandatory recall—that will improve protection for Canadian families from dangerous products.

I was also pleased to support the launch of your Hand-washing Awareness Campaign for Canadian Children during the 2009 H1N1 influenza pandemic. Key infection-prevention messages, such as hand washing and disinfecting of surfaces, reinforced the Government of Canada's communications during the outbreak.

As Minister of Health, I applaud the Canadian Consumer Specialty Products Association on its accomplishments, and I look forward to working together with you in the future.

A handwritten signature in black ink, appearing to read 'Leona Aglukkaq'.

Leona Aglukkaq
Minister of Health / Ministre de la Santé
Government of Canada / Gouvernement du Canada

MESSAGE FROM THE MINISTER OF THE ENVIRONMENT



The Canadian Consumer Specialty Products Association's (CCSPA) national membership of the specialty products industry, along with its mandate to foster government cooperation with a coordinated voice, ensures that you have an ongoing and effective dialogue with the Government of Canada. As a world leader in developing and implementing regulations, the Government strives to understand the needs and concerns of stakeholders. To do so, we routinely consult Canadians and Canadian industry when establishing priorities and developing regulations. That allows us to assess views and information through a sound environmental stewardship framework. It also ensures that stakeholders and other Canadians are heard, and that informed and sound decisions are made.

As Canada's Minister of the Environment, I embrace this practice of openness and engagement, and am particularly appreciative of the ongoing collaboration between the CCSPA, Health Canada and Environment Canada. Our ongoing dialogue contributes to world class regulations that protect the environment and the health of Canadians.

The CCSPA is a respected entity that helps the Government to understand the needs and concerns of member companies throughout the regulatory process, and to build cooperative solutions. It was a key partner in the development of new regulations on volatile organic compounds content in certain products, and in providing input on the path forward for future phases of the Chemicals Management Plan. In addition, the CCSPA plays an important role in facilitating the effective implementation of new regulatory requirements such as the *Phosphorus Concentration Regulations*.

The Government looks forward to a continued strong relationship with your association as we move forward.

The Honourable Peter Kent, P.C., M.P.

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Waste Diversion: Lessons Learned In Ontario

What a difference
a year can make!



by Anne McConnell

One year ago, Ontario was gearing up to launch the Consolidated Municipal Hazardous and Special Waste (CMHSW) Program. This Program would move the existing Phase 1 MHSW Program to full Extended Producer Responsibility (EPR) and would include some 22 product categories, up from the original nine. With only six months for plan development and nine months for implementation, the schedule was compressed. CCSPA and other stakeholders were striving to get the program right, and additional waste diversion programs in Ontario and other provinces were expected to follow soon.

Now a year later, the original Phase 1 Program has been reinstated. What happened?

The CMHSW Program launched July 1, 2010, to public, political and media outcry. Consumers wondered why they were paying a disposal fee at the cash register for products they never dispose of. Politicians, noting the concurrent timing with Ontario's new Harmonized Sales Tax, pointed to unreasonable fees. Retailers were experiencing their own implementation challenges.

A media storm around "eco fees" ensued throughout the summer. Unanswered questions undermined the credibility of the important CMHSW Program. The program was temporarily suspended on July 20, a new Minister of the Environment was appointed mid-August, and the CMHSW Program was permanently ended on October 12, 2010.

This outcome was difficult for all stakeholders but provided some valuable lessons:

1. The CMHSW case history reinforced that regulations must balance costs and benefits, as well as the public and private good. CCSPA consistently promoted the need for a supportive cost/benefit analysis before moving forward with the CMHSW Program. Though promised, an analysis was not conducted in the rush to launch the program.

In April 2010, the Ontario Government introduced a new Regulatory Policy. An initiative of the Open for Business program of the Ministry of Economic Development and Trade, this policy recognizes the

need for checks and balances by requiring new regulations to be subject to cost/benefit and business impact analysis. This policy will apply to future Ontario waste diversion programs and parallel initiatives under the *Ontario Toxics Reduction Act* and will serve Ontarians well.

2. The CMHSW case also underscored that the role of the consumer is absolutely essential in regulatory development. The Consumers Council of Canada was an important stakeholder when the eco fee issue emerged. As well, many stakeholders had represented not only a business and environmental perspective, but had also put themselves in the place of the consumers they serve as they strived to help shape an effective program.

One good example of this was the consistent advocacy that products such as soaps and detergents did not belong in a hazardous or special waste program. Consumers use them up and repurchase them. They are not hazardous. There is no significant residual waste needing costly take-back waste management programs. While

most agreed it did not pass the test of common sense, the CMHSW Program nonetheless was extended to include them. It is not surprising that images of angry consumers paying extra fees on such products became the face of the eco fee issue.

3. CMHSW also shone a light on the value of shared responsibility programs. The consumer plays an important role in both implementing and ultimately paying for programs either at the cash register or through their municipal taxes. Shared approaches include appropriate checks and balances so that effective and efficient programs can be realized. This idea can become lost in the sole pursuit of Extended Producer Responsibility. The successful Ontario Blue Box Program, funded 50 per cent by industry and 50 per cent by municipalities, is a good example of a shared program.

A shared responsibility mindset can bring forward the best ideas even to EPR programs such as CMHSW, by actively seeking and valuing the input of stakeholders. With other stakeholders, CCSPA consistently advocated for a credible CMHSW Program that would effectively and efficiently manage the end of life for products requiring post-consumer waste management. Many issues remained outstanding prior to launch, including fee increases, a concern that packaging pays twice under CMHSW and Blue Box Programs, and confusion on what products were in or out of the program. These were important issues brought forward by stakeholders that required resolution.

The Environmental Commissioner of Ontario ultimately wrote an extensive retrospective report aimed at getting the CMHSW

Program right. The Minister of Environment sought additional recommendations to help rebuild the credibility of the program.

While ultimately the program was dropped, the Ontario CMHSW experience has provided valuable insights that will facilitate work currently underway to re-implement the Phase 1 MHSW Program and will help guide new programs being considered for Ontario,

Manitoba and elsewhere. Through knowledge-based decision making, effective stakeholder relations, and balanced costs and benefits, future programs can be fair, effective and built to provide sustainable benefits for the long term.

Anne McConnell is an independent consultant providing environmental and regulatory services through technical, stakeholder and advocacy expertise.



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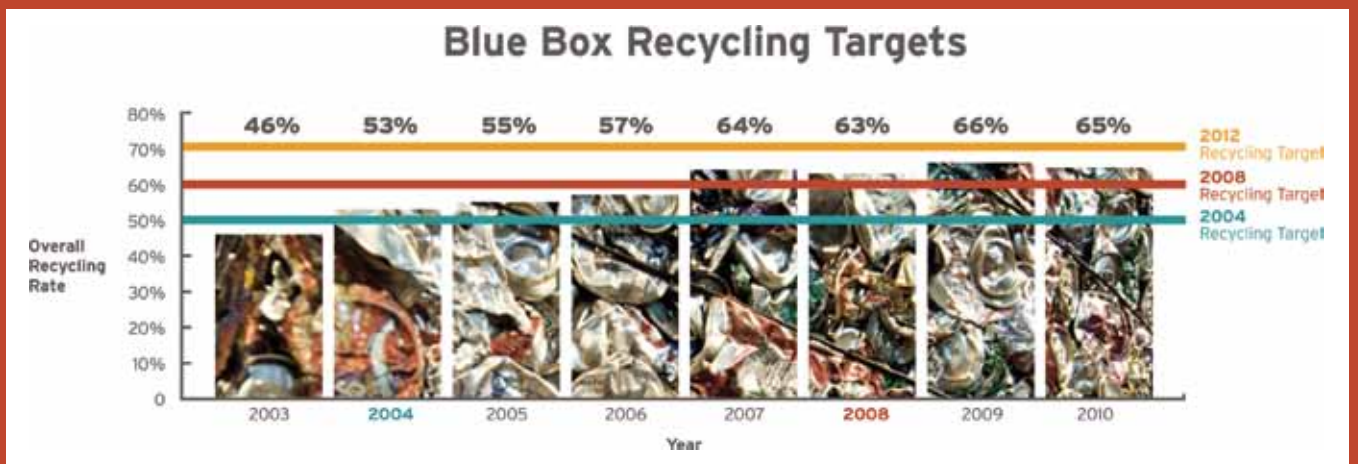


by Gemma Zecchini
CEO, Stewardship Ontario

As a steward of Ontario's Blue Box and Municipal Hazardous or Special Waste (Orange Drop) Programs, your business takes responsibility for the products and packaging that you sell. By paying fees, you enable Stewardship Ontario to ensure that all of your obligations under Ontario's *Waste Diversion Act* are met. So how have we been doing on your behalf?

In 2010, we exceeded our targets for the Blue Box for the seventh consecutive year — exceeding our target of 60 per cent by over five per cent. In the second year of the Orange Drop Program (July 2009 to June 2010), we met or exceeded collection and recycling targets for seven of the nine materials. We fell short of our performance targets in the antifreeze and solvents categories and we are currently looking at implementing changes to improve performance.

We touch the lives of 95 per cent of Ontario households every day. When consumers walk their Blue Box to the curb or take Orange Drop materials to a collection site, they are doing their part in helping build sustainable communities. Stewardship Ontario's main goal is to drive sustainable, attainable product stewardship solutions for our partners that have a real impact on their business, the environment and the lives of Canadians.



Orange Drop Year 2 Program Performance

July 2009 - June 2010

Material Category	Collection Target		Diversion Target	
	Met or exceeded	Did not meet	Met or exceeded	Did not meet
Antifreeze		✓		✓
Batteries	✓		✓	
Fertilizers	✓		Sent for safe disposal	
Oil Containers	✓		✓	
Oil Filters	✓		✓	
Paints & Coatings	✓		✓	
Pressurized Containers	✓		✓	
Pesticides	✓		Sent for safe disposal	
Solvents		✓	N/A	

In the past year, we've built the capacity needed to deliver against increasingly complex program requirements. We've worked with service providers and municipalities to optimize the recycling supply chain and deliver the highest level of waste diversion at the lowest possible long-term cost – and we've maintained sound financial results – managing steward fees and business investments well despite difficult business conditions.

Our role is not to dictate what stewards sell or consumers buy. On the contrary, we work with our stewards and for our stewards so that we can respond to global trends and ensure that Ontario's Blue Box and Orange Drop Programs adapt successfully to an ever changing market. We work directly with Ontario municipalities to expand the range of products and packaging accepted for curbside recycling through Blue Boxes and make investments in technology and innovations to ensure the material is successfully processed into new commodities. By building an accessible and optimized reverse supply chain for Orange Drop, we ensure consumers have safe and reliable solutions for dealing with potentially hazardous consumer wastes. Together, these efforts are designed to enable stewards to assure their customers that their products and packaging can be successfully recycled and reclaimed, and that we do so in an environmentally and economically sustainable manner.

Plastic packaging is a key example of our success in this regard. While plastic bottles have been recycled successfully for many years, other types of plastic packaging have been more of a challenge. In 2010, we completed the first stage of a new initiative designed to process various types of plastic for use in new products. Products made in part from this material are now being sold successfully across Canada; and we are now expanding to increase capacity, setting the stage for an expansion of curbside collection and recovery in the coming months.

We also believe in marketing the value of stewardship to consumers. This means educating consumers to ensure they know what and how to recycle, and what materials and products need special handling when they are finished with them. In 2010, our consumer education tour enabled us to interact with almost 300,000 Ontarians who were receptive to hearing our message.

In 2011, we look forward to continuing to improve our recycling programs, our relationship with our service providers and, most importantly, our relationship with you, so that we all contribute to building a more environmentally sustainable Ontario.

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Getting Your Message to the Media

by **John Capobianco**, SVP & Partner, National Public Affairs Practice Lead, Fleishman-Hillard Canada

How the media covers your business can impact your corporate reputation and bottom line.

While advertising provides companies with ultimate control over their message, studies show that the public trusts what they read in newspapers or watch on TV news more than company-sponsored ads. While advertising might be the right solution in some cases, having an effective media relations strategy is how

companies can build more credibility and trust with key stakeholders.

There is no magic solution to getting your message out exactly the way you want it. You can never control how a reporter will cover your company. But with a strategy that focuses on relationship building, you can help ensure reporters are getting your message – often leading to balanced coverage. In this column, I will discuss five tips on how you can get your message to the media.

1. Build proactive relationships

Don't wait until there is a major issue or a crisis to speak with reporters. Identify the reporters who are covering your industry and engage with them. When appropriate, provide relevant reporters with useful content, without the expectation of receiving media coverage. For example, your company may have relevant survey results to share. Another effective tactic is to schedule an editorial board meeting or an individual meeting with a reporter. This is a great way to build relationships, while helping to ensure reporters have the right background information and facts about your company, industry and key positions.

2. Decide on the right strategy

As part of your strategic thinking, decide whether your media strategy should be proactive or reactive by assessing the risks and opportunities with every proposed course of action. Key determinants include an assessment of how your key stakeholders, such as the Board of Directors and investors, will react to your strategy. As part of your strategy, you should pre-determine who from your organization is the right spokesperson. Do you need to put your CEO in front of the cameras, or a technical expert? You also want to determine whether to provide all media with equal access

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to your spokesperson or conduct an exclusive interview. A communications consultant is often a key resource in helping to guide companies to a strategic decision that is in your best interest.

3. Humanize your story

Reporters are always looking for personal angles. You can make your position more compelling by providing human interest stories. Bring your position to life by telling the stories of those who are most impacted by an issue or decision, such as consumers, retailers and workers. Their stories will help put a human face on your company that goes beyond dollars and cents.

4. Change the conversation

If you don't like what the media is saying about you, change the conversation. If you have the resources, this is an example where advertising might be an effective solution. For example, CAPP (Canadian Association of Petroleum Producers) now has advertisements on television to counter ENGO attacks on the oil sands. These advertisements have generated increased media coverage, helping the oil sands industry to fight back and communicate its position. Other tactics may include scheduling a news conference or making a major announcement to

change the focus of the day. However, when changing the conversation, be careful not to feed the story with unnecessary developments. If you feel the negative story will end on its own, avoid falling into the trap of feeding the story and sustaining the negative coverage. Make sure that the development you are prepared to deliver is positive for your company.

5. Leverage digital channels to bypass media filters

Social media, such as Facebook and

blogs, provides companies with an opportunity to speak directly with stakeholders – without the media's filters and interpretations. Actively monitor and engage in online conversations to gain a better understanding of what is being said about your company and position. Keep in mind that many reporters will often quote statements from social media sites. Through the digital age, companies have more channels than ever to get their message to the public without relying on the media.

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The Power of Unlikely Partnerships



by Dr. Rick Smith

When it comes to environmental issues, the world has changed dramatically over the past few years. “Green” is now mainstream and has become, in many ways, a value proposition. Consumers have a higher expectation regarding the transparency and “non-toxic” nature of the products they buy. Governments and corporations are responding to this informed consumerism in proactive ways. And all in all, the environmental debate isn’t just for “granola munchers” anymore. It is the daily concern of millions of Canadians.

For environmental groups, this means seeking out new ways of thinking and new partnerships to advance needed change. At Environmental Defence, we are breathing life into relationships that would have been unthinkable just a few short years ago.

For our Blue Green Canada project, for example, we’ve teamed up with the United Steelworkers union to advocate for working people and the environment in key areas of global trade, the use of toxic chemicals in commercial activity, the creation of green manufacturing jobs, and in the development of strategies to address climate change. Our goal is for Canada’s economy to be one that provides good jobs and protects the environment.

Another diverse partnership we’ve formed is with the other members of the Green Energy Act Alliance, made up of farmers, First Nations, venture capitalists, environmentalists and trade unions. The result of our collective work is Ontario’s *Green Energy and*

Economy Act, which has been called “the single best on the North American continent” by Al Gore. Just over a year after it became law, Ontario is catching up with renewable energy leaders in Europe and is home to significant green job creation.

But likely the most successful partnership we’ve formed of late has been with the CCSPA. Through a couple of years, seemingly endless Parliamentary debate, an election and a prorogation, our work has resulted in the new *Canada Consumer Product Safety Act*.

The Act, which passed the Senate in November, enables the Canadian government to make mandatory product recalls and to order product safety tests. It brings Canada’s consumer protection regulations up to par with what the European Union and the United States have in place.

It’s great news, because it means the products on our shelves will be safer for Canadians. Without a *Canada Consumer Product Safety Act*, all we had was the ineffective 40-year-old *Hazardous Products Act*, under which the Canadian government could only suggest product recalls to industry, who might or might not voluntarily comply. It’s great news for industry because it offers clarity and levels the playing field.

The *Canada Consumer Product Safety Act* is a classic win-win. And who knows: it might be the beginning of a beautiful relationship!

Dr. Rick Smith is Executive Director of Environmental Defence (www.EnvironmentalDefence.ca) and co-author of the bestselling book Slow Death by Rubber Duck.

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Raising Your Profile

by **Lois Brown**, Member of Parliament for Newmarket-Aurora (Ontario)



Between the emails, social media messages, phone calls, correspondence and personal meetings coming into the office each day, sorting out the informational wheat from the chaff is a challenge for everyone. This is especially so for your elected officials.

How then, do you ensure your organization's message gets noticed and receives serious consideration?

The chances of a success can be significantly increased if a relationship is established ahead of time with those you want to approach. Here are four suggestions for cultivating a successful relationship with your elected official.

1. Keep your target audience in the loop

It is surprising how many organizations and individuals, working to change public policy, do not heed this simple rule. You might think your daily activities are inconsequential or not of relevance, but they are!

Elected officials live off information, events, and the daily goings-on in their communities. Every politician wants to know what is happening in their community. If you are having an event, send them an invitation! If they cannot attend, they will want to know it's taking place. Be sure to invite all levels. Don't let your MP, or MPP for example, be taken by surprise if they are at a function where the Mayor is commenting on your impressive Annual General Meeting. Remember, your elected official speaks to constituents and other politicians constantly, providing plenty of opportunities for your name to be mentioned in the conversation. If they don't know – they can't say!

2. Share your stories

Politicians want to know about the businesses and groups in their constituencies.

Create a list of local media contacts and include every council person, regional chair, Mayor, MP and MPP that you may have occasion to interact with. Send them your news items, notice of awards or recognitions, newsletters, publications, even minutes. These are all great ways for an elected official to stay current on your organizational life cycle.

Send concise emails with your opinions on issues of the day affecting your industry. Keep your correspondence brief and to the point. Put your request near

the beginning, not the end. When you do meet, be precise and bring an agenda.

If the elected official you need to meet with is unavailable, brief their staff. They are relied upon extensively to be up to date on issues and this effort will be a valuable use of your time.

All your communication builds goodwill, adds to the story and helps establish that long-term relationship to help you stand out.

3. Don't assume politicians know you

One Mayor can be responsible for a million residents and thousands of organizations and businesses. Don't assume they know yours!

Be sure to send your elected officials notices of your events, AGM, and updates to your Board of Directors list. Send your position papers, but include an executive summary. Email is fine and possibly easier to handle than expensive and elaborate presentation binders.

Schedule an introductory meeting, preferably before a crisis arises, or arrange a tour of your facility. Offer to host a round table on a local issue. Invite us to your events but don't take offense if we can't make it, keep asking!

4. Show the wisdom in your position

Communicate your position in a logical, professional way. Don't deliberately embarrass your elected official; you are trying to persuade them to a course of action. Arguments based on facts and reasoning, not emotion, work best. Be constructive and give examples of how your solution will help.

Keep an eye on current events. If your organization has a solution to an emerging problem, be proactive and send it out or request a meeting to discuss. If you have just developed an affordable and portable shelter system and a massive earthquake hits, you may want to let your elected official know.

Putting time and attention into relationship-building with your elected officials before you need them is well worth the investment. Following these simple rules will help get you started. Best of luck!

Tom Raby Volunteer Service Award

The purpose of the Tom Raby Volunteer Service Award is to recognize the outstanding efforts of a member volunteer on behalf of the association for the previous year. This award honours a former Chair of CCSPA, Tom Raby, who volunteered on many CCSPA committees and was well liked and well respected by his industry colleagues. After his death, the name of the Volunteer Service Award was changed to the Tom Raby Volunteer Service Award - in his honour.

Robin Bell (retired-Amway Canada Corporation), was presented with the award at the 2010 Annual Conference. We are pleased to present his acceptance speech:

“Thank you very much for inviting me here today to have lunch with my old friends and associates – it’s good to see you all again! I guess it’s me that’s old. As I walked in this morning I heard two “young” ladies (they know who they are!) behind me whispering, “Gee, I thought he’d retired, he’s old!” Of course, I DID have to get up earlier this morning than an old retiree should, in order to catch the train from London to be here on time!

I feel very honoured that you have chosen me as this year’s recipient of the Tom Raby Volunteer Award, more especially so, since I consider Tom Raby to have been a good friend. When I came to the (then) CMCSA in the early nineties, Tom was one of the first people I met. He was very welcoming and would patiently explain to me aspects of the industry about which I had no clue because although a chemist, I had come from many years in the food and drug industries. Some years later, we were on the Board together; and I well remember his passion for environmental stewardship; he was one of the early people who took up the challenge ... and felt the responsibility. Here we are many years later; and environmental stewardship of all sorts, after a number of years in the doldrums in the late nineties, is again a hot issue; and CCSPA is once again at the forefront in driving towards an equitable and sustainable solution.

One of my earliest recollections as a volunteer with this association was as a member of the Joint Pesticides Standing Committee (JPSC), run dashingly by my friends Chuck Beach and Stephen Chambers. Oh, the fun we had (...and some of you are still having)



CCSPA Chair, Brian Prendergast, presents the Tom Raby Volunteer Service Award to Robin Bell

with disinfectants, from the famous “letter resolving all issues” handed to Stephen and I in 1997 by the DG of TPD in a room full of bureaucrats, through our insistence (ably engineered by Anne McConnell) that “we are not a drug,” to the present day. Over that period, this association, acting together, has changed many aspects of the regulation of disinfectants for the better, such as not having to use drug-permitted colours, no Establishment Licence, no drug GMPs, etc., and I know you will not rest until you have taken regulation of these products to a logical and appropriate conclusion and I wish you well in doing so.

Finally, I would be remiss if I did not take this opportunity to say a great big thanks to the backing, support and the hard work put out on behalf of member companies by the excellent staff at CCSPA, of Shannon, Nancy and Cheryl. They seem always to be on top of current issues; and I have to say that I know of no other association where the staff is so pro-active in the members’ interests and goes to such great lengths to make sure every member company is informed and gets to have its say.

In closing (and I didn’t intend to stay up here for so long), thanks everyone for the support, the fun times and your friendships; and I wish you good luck in all your future endeavours! Thank you for this award, I shall think of you.”

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