

Mandatory Criteria

The Beverage Container Depot Operation and Administration By-law outlines all mandatory criteria that must be met by all Bottle Depots in Alberta to maintain quality of service to Albertan's. Five (5) points are deducted for each of the listed Mandatory Criteria that are not met by the Bottle Depot. The By-law can be found on the BCMB Website and in the Owner & Operator Manual provided by your Depot Representative.

Service

- I. 20 = all sorting/handling done by employee
10 = Partial sorting (i.e. customer required to place containers in flats/pre-sort)
0 = All sorting completed by customers
- II. 10 = Greets customer, counts out loud/uses counting system, name tag, regular use of counting system (i.e. POR, employee tally sheet etc.)
5 = Deficient in one of the above mentioned (not all measures taken/needs improvement)
0 = None of the above measures taken
- III. 6 = # of containers @ refund rate, contact information (Depot name and/or number), receipt easy to read
2 = Deficient in any of the above examples mentioned
0 = Hand written or faded/illegible receipt/no receipt
- IV. 2 = Has a donation sign and/or bin that is clearly visible
0 = Hidden/unnoticeable bin or sign, unspoken program or no donation sign and/or bin
- V. 2 = Brochures are clearly displayed in conspicuous area easily accessible by customer
0 = Brochures not clearly displayed in conspicuous area easily accessible by customer

Exterior/Parking Lot/ Depot Access

- I. 10 = Depot exterior in pristine condition, no litter anywhere, suitable method of litter control, carts organized/in cart area, building exterior signs are free of obstructions
9- 0 = Deficient in one of the above examples
- II. 10 = Depot is well maintained, paint is maintained (no chipping or bare spots), signs (signs stand out, are not weathered, clean, not hand written, easy to read), landscaping/snow removal (landscaping is attractive/similar to surrounding, no out of control weeds, snow is removed for ease of customers and transporting of containers), doors and windows (doors are fully operational, windows/doors free of cracks), All staff aware/can easily access safety equipment, fully equipped first aid kit, safety glasses, up to date/charged fire extinguishers etc.
9- 0 = Deficient in one of the above examples
- III. 10 = Enough parking spaces as per Depot Criteria, free of congestion (accessibility and foreign objects such as carts), traffic flows properly
9- 0 = Deficient in any of the above examples

Customer Service Area

- I. 10 = Depot interior is in pristine condition, floors are clean/not sticky, garbage is depressed/not overflowing, no litter on the floor/ground, carts if stored inside are organized/out of way of service points, Customer hand washing area/washroom clean, depot interior walls are clean and free of dirt and grime, depot has neutral odor, free of hazards (i.e. clutter or glass on the floor, sharp unmaintained edges, pinch points, unlevelled surface area, mould etc.)
9- 0 = Deficient in the above examples
- II. 10 = Depot is well maintained, no holes/openings in Depot walls, depot lighting and heat are adequate, floors properly maintained (no major cracks/peeling of flooring), paint/signs maintained (no hand written signs), customer area fully stocked (other information brochures, wash stations/paper towels etc)
9- 0 = Deficient in one of the above examples
- III. 10 = Depot has enough Service Points as per Depot Criteria, enough room for customers to comfortably wait in line, customer service area is free of congestion and clutter (i.e. bottle drive or other inventory stored in customer service area that does not belong), appropriate line/wait time at time of visit, etc
9- 0 = Deficient in any of the above examples

BCMB By-laws and Policies

The applicant must be in compliance with all other requirements of all applicable legislation, municipal by-laws and other enactments, including:

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| 1. Environmental Protection and Enhancement Act; | 8. Alberta Safety Codes Act; |
| 2. Beverage Container Recycling Regulation 101/97; | 9. Alberta Occupational Health and Safety Act; |
| 3. Beverage Container Management Board By-laws; | 10. Alberta Gaming and Liquor Commission Operating Guidelines; |
| 4. Beverage Container Management Board Operating Permit; | 11. Alberta Labour Standards; |
| 5. Municipal By-laws; | 12. Any other applicable Federal, Provincial or Municipal legislation. |
| 6. Provincial Statutes; | |
| 7. Worker's Compensation Act; | |