

BCMB'S 2016 REGIONAL MEETINGS

- **You should have in front of you:**
 - BCMB Newsletter
 - Questionnaire Form
 - 2016 SC Strategy – ABCRC
 - Environmental Certification
 - Paper
 - Pens

SOME HOUSE-KEEPING NOTES TO BEGIN

- **Introductions**
- **Questionnaires**
- **New Format for Meetings**



BEVERAGE CONTAINER MANAGEMENT BOARD

DEPOT SATISFACTION SURVEY RESULTS

CASSIE MURNAGHAN COMPLIANCE OFFICER, BCMB



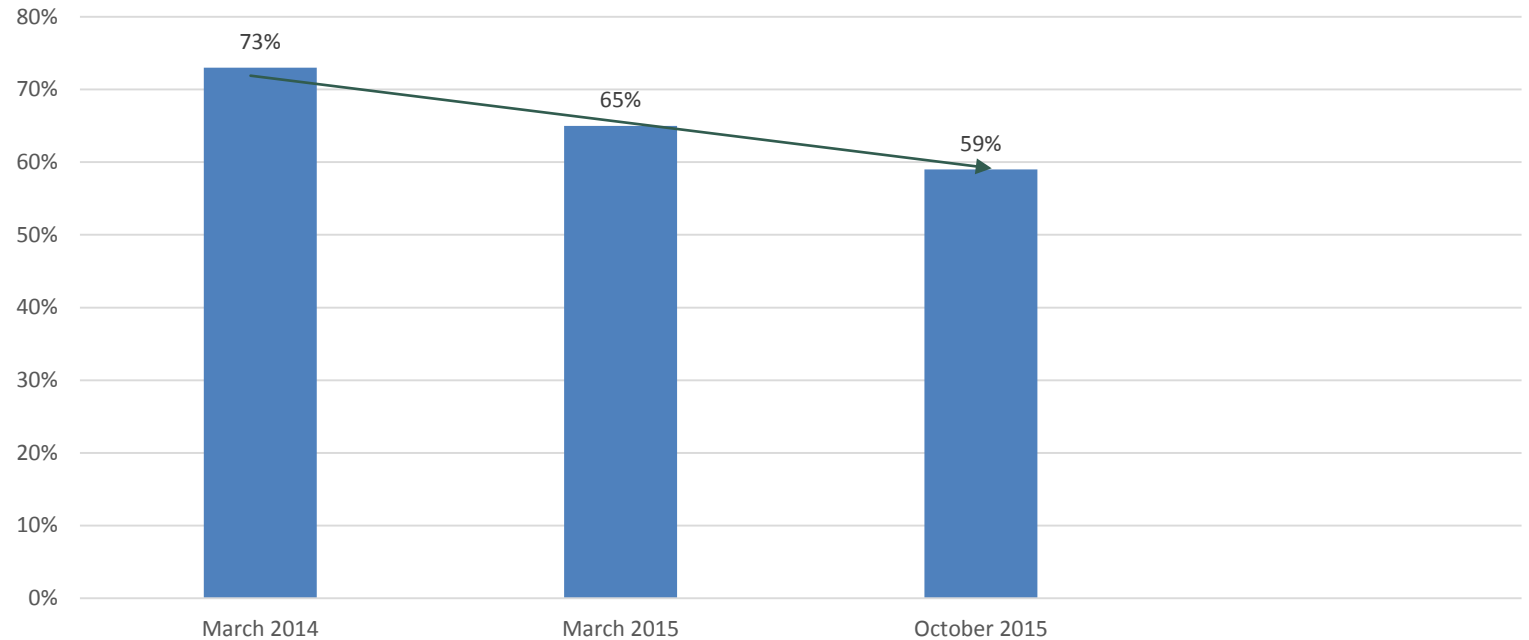
OCTOBER 2015 DEPOT SATISFACTION SURVEY

- Administered the survey using online tool
- Conducted the survey at the ABDA Annual Conference
- Added questions regarding BDL

COMPLETION RATE

- Out of 216 depots, 139 completed the survey
- 14% decrease from March 2014

Survey Participation Rate



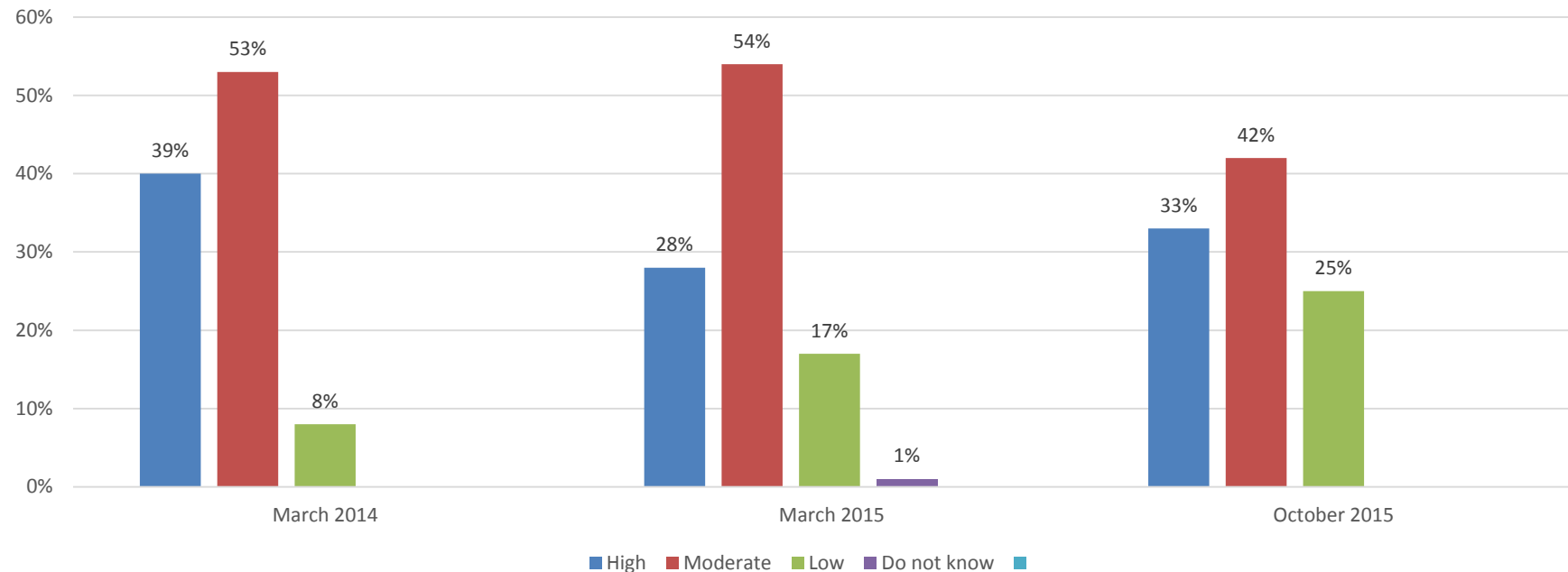
ABCRC – KEY AREAS

Supplies:

Increase in dissatisfaction in the following areas:

- **Quantity of Pallets (17%-25%)**

ABCRC Quantity of Pallets



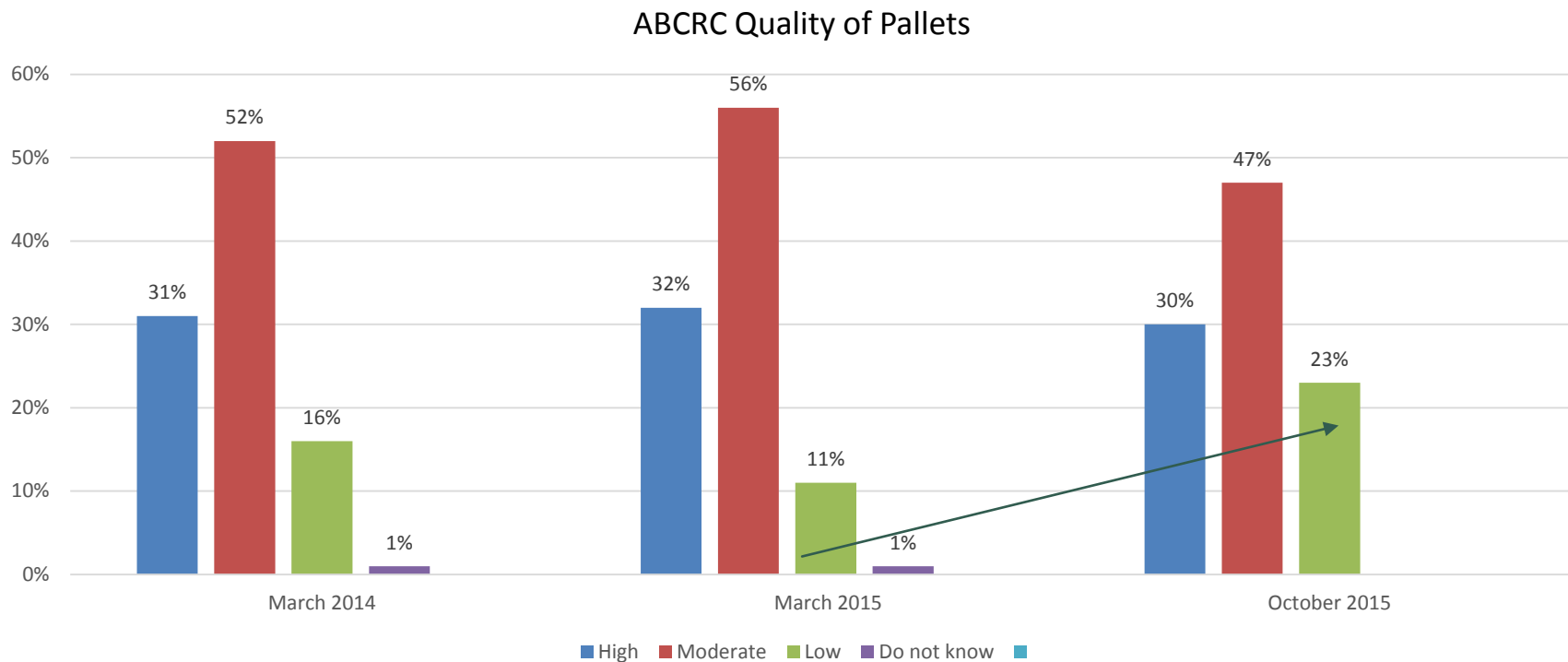
48 Quality Monitoring tickets were submitted from May and October 2015.

*47 of those were for not having enough pallets

ABCRC – KEY AREAS

13 Quality Monitoring tickets were submitted from May and October 2015.

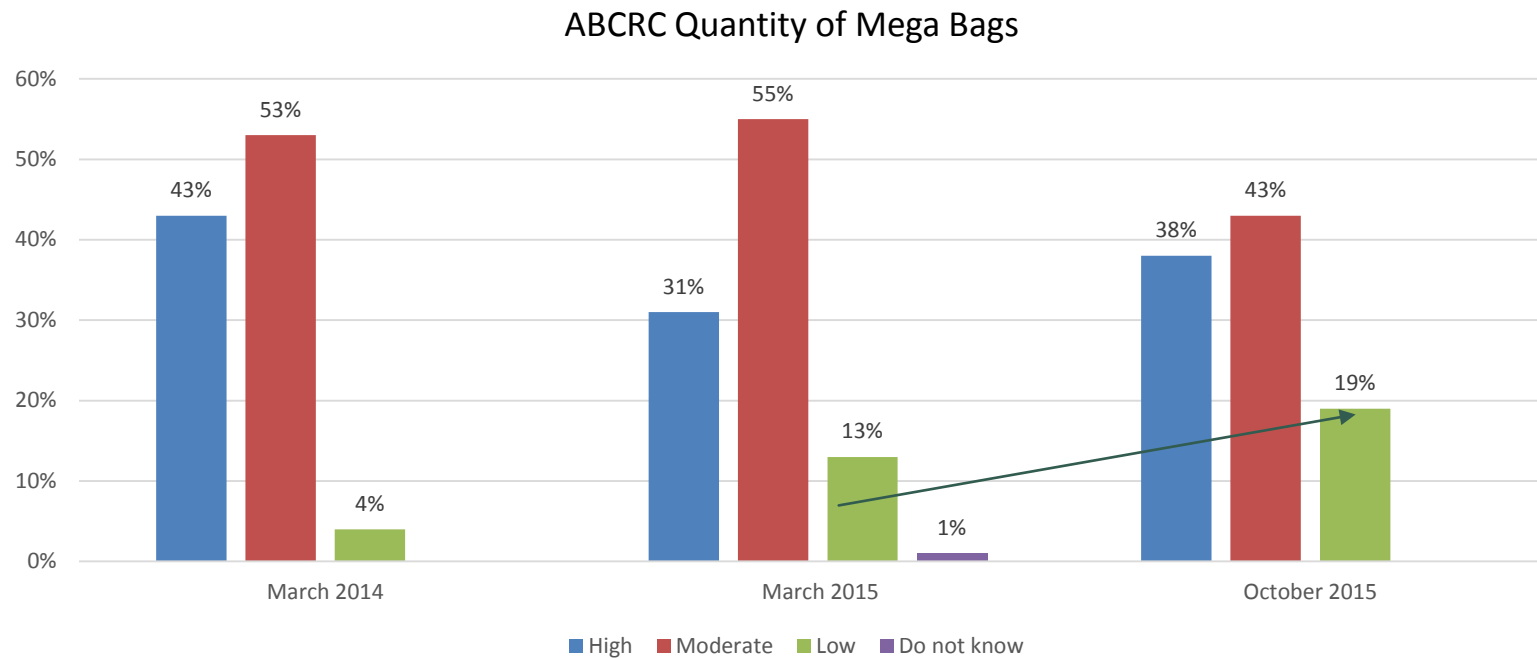
Quality of Pallets (11%-23%)



ABCRC – KEY AREAS

Quantity of Mega Bags(13%-19%)

19 Quality Monitoring tickets were submitted from May and October 2015. *15 of those were for not having enough bags



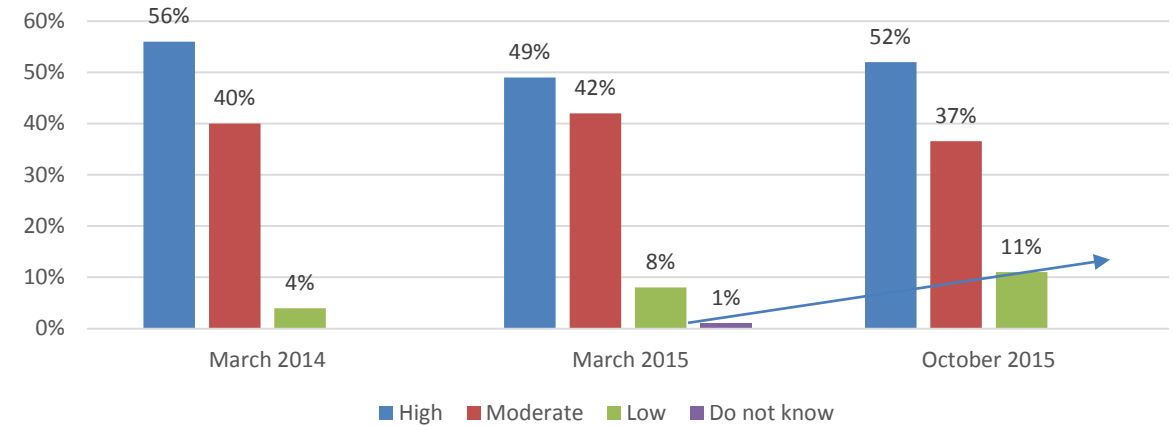
ABCRC – KEY AREAS

Communication:

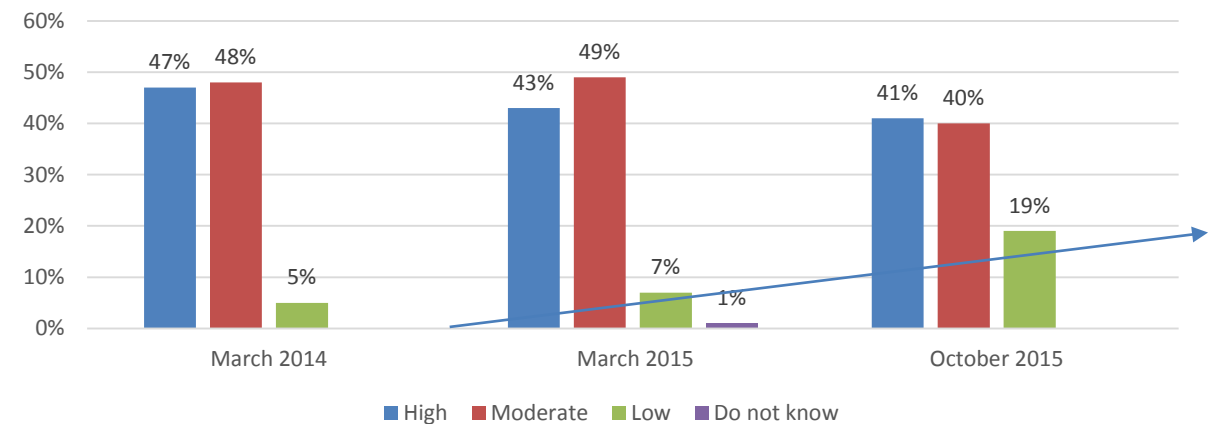
Increase in dissatisfaction in the following areas:

- **Ability to contact staff (8% to 11%)**
- **Response time when handling a concern (7% to 19%)**

Ability to Contact ABCRC Staff



ABCRC Response Time



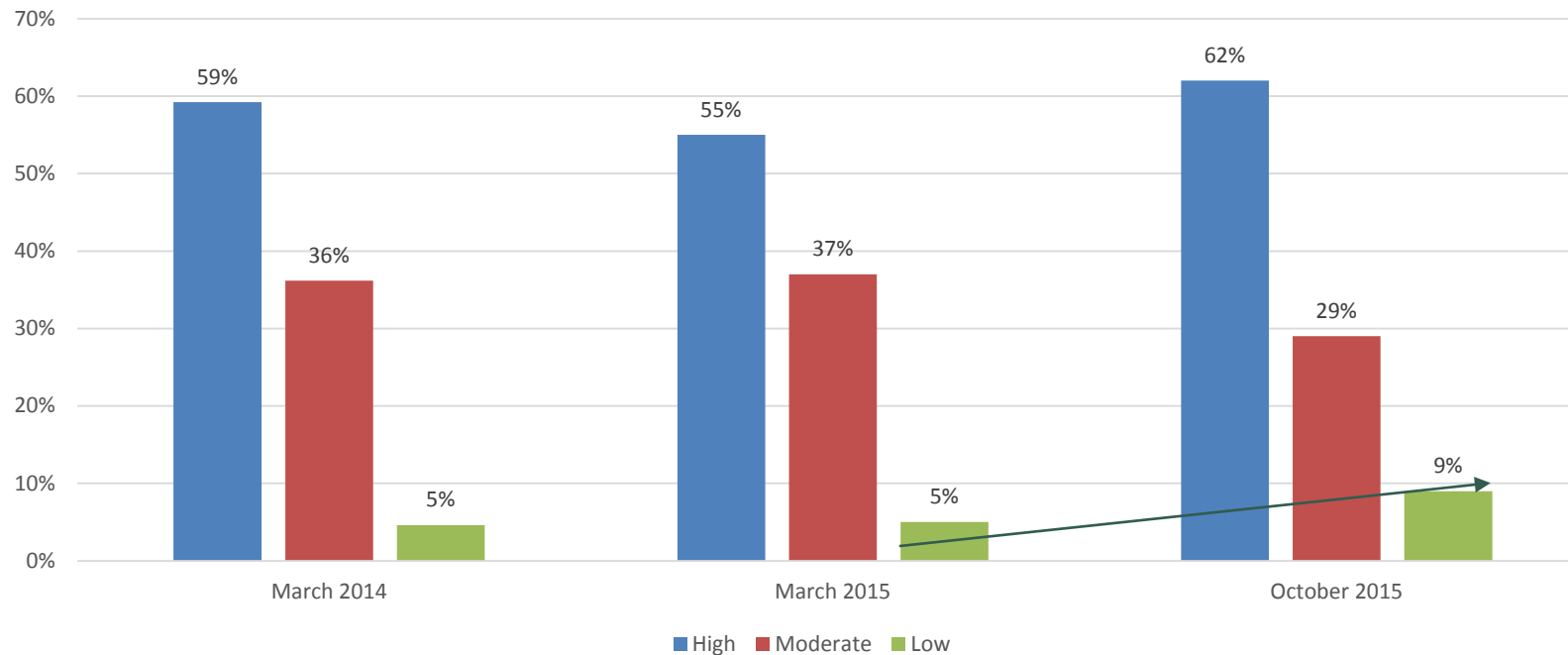
ABCRC – KEY AREAS

Designated Carrier Services:

Increase in dissatisfaction from (5%- 9%)

30 Quality Monitoring tickets were submitted for Transportation related issues

Depots Satisfied with Service From Designated Carrier - ABCRC



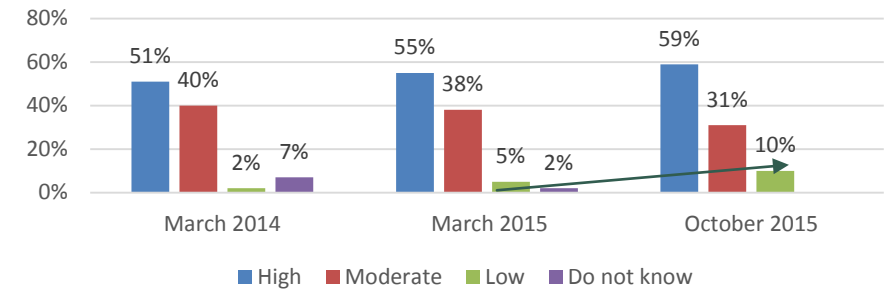
BCMB – KEY AREAS

Communication:

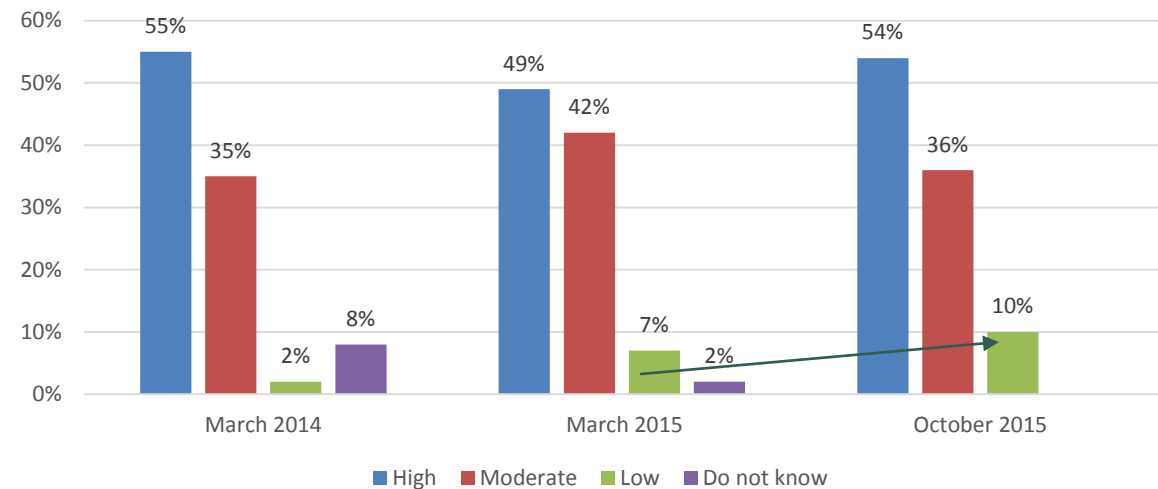
Increase in dissatisfaction in the following areas:

- **Ability to reach staff (5%-10%)**
- **Response Time(7%-10%)**

Ability to Reach BCMB Staff



BCMB Response Time



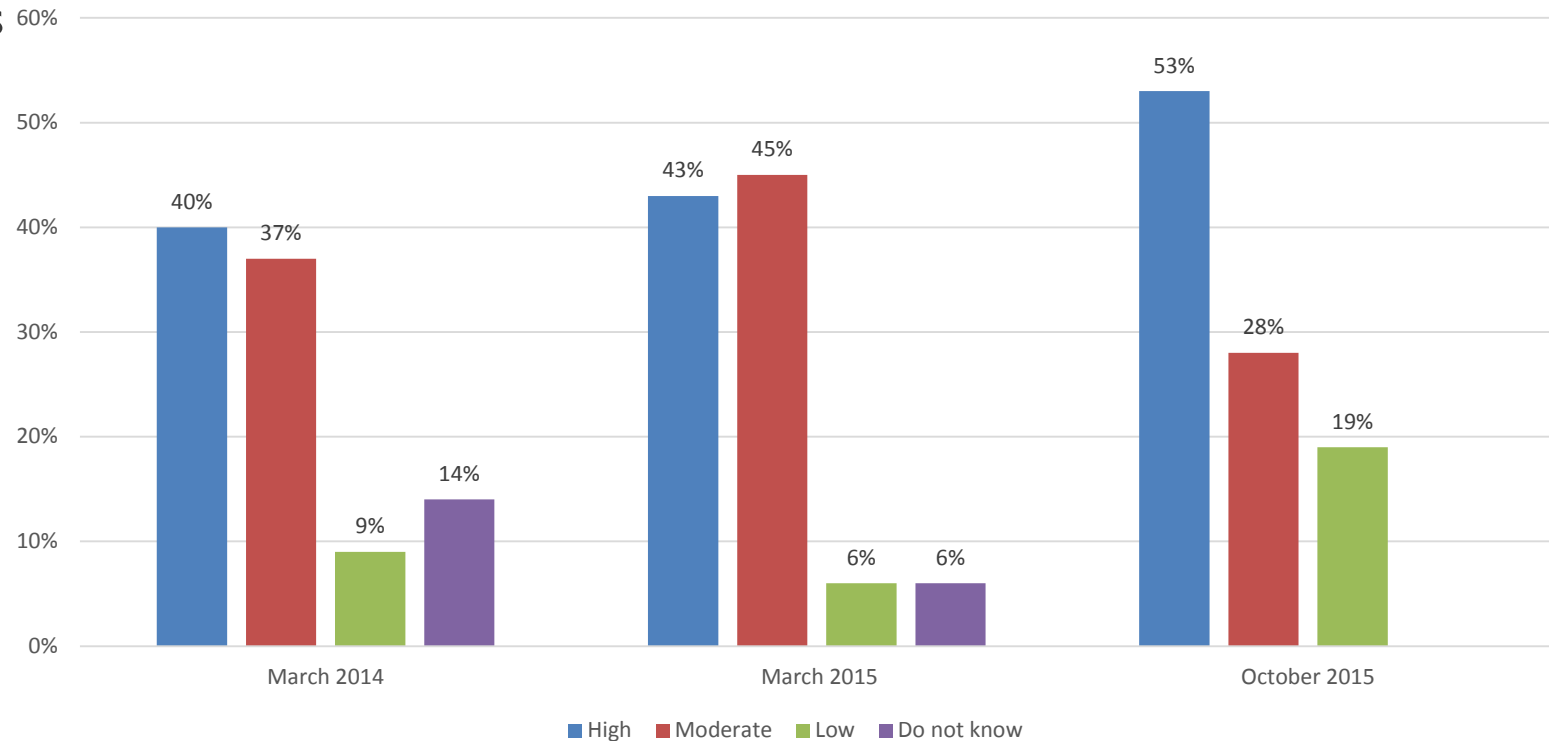
BCMB – KEY AREAS

One Quality Monitoring ticket was submitted between May and October

Mystery Shopper results:

Timeliness of receiving results from the BCMB (6%-19%)

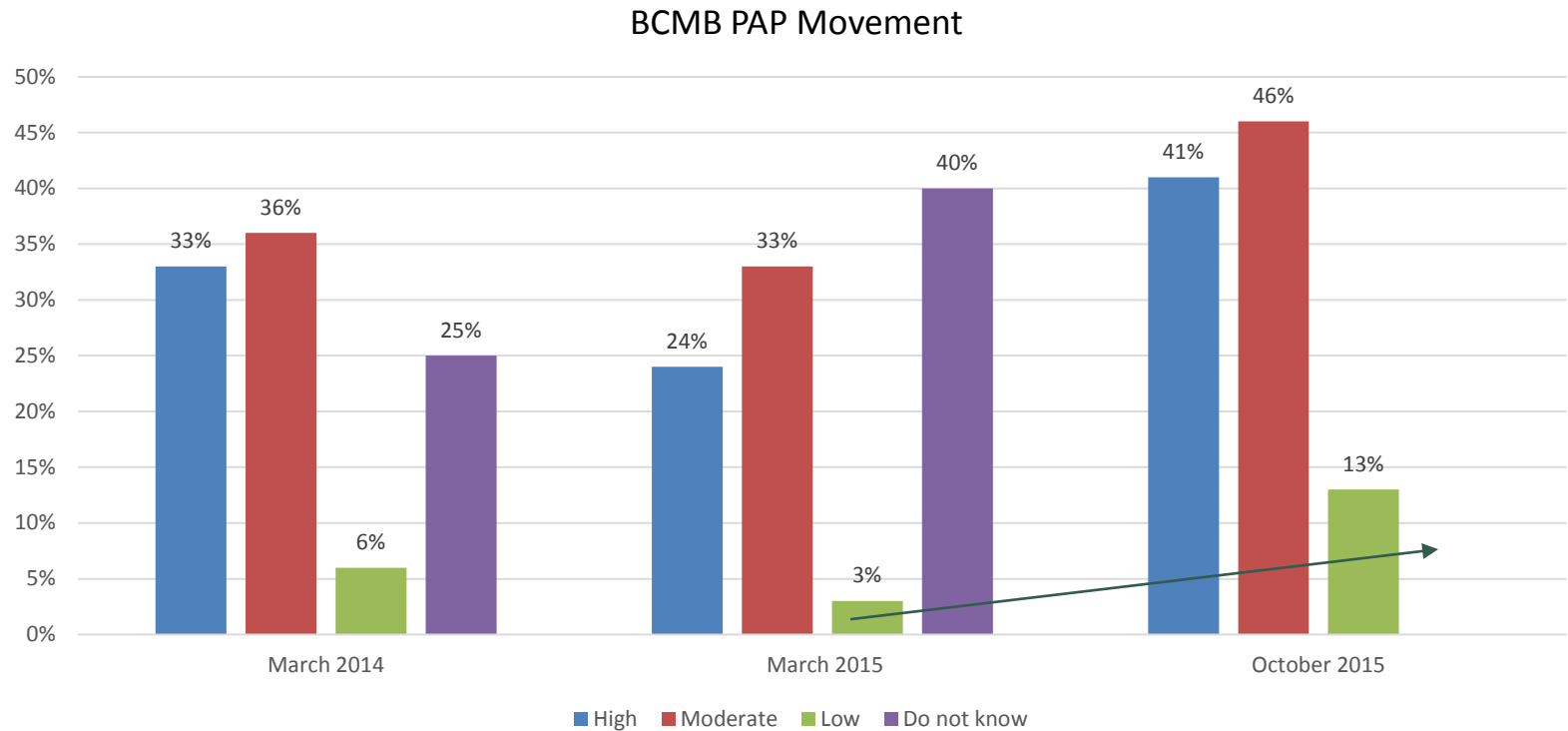
BCMB Mystery Shopper Results



BCMB – KEY AREAS

PAP Movement:

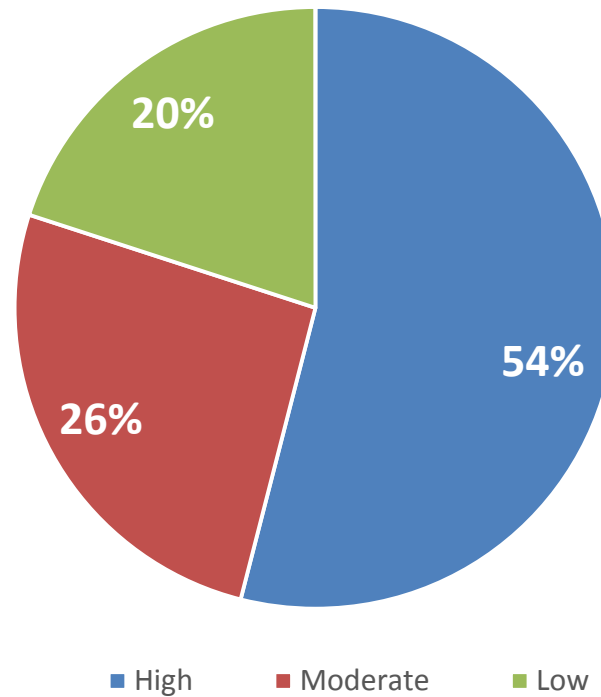
Timeliness of receiving results from the BCMB (**3%-13%**)



BDL – KEY AREAS

Communication: Timeliness of Response

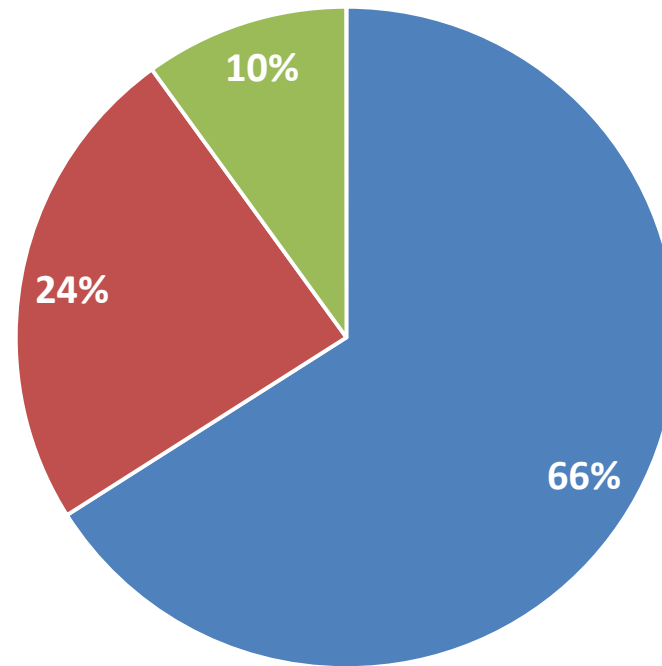
BDL Timeliness of Response from Request



BDL – KEY AREAS

Timeliness of Payments

BDL Timeliness of Payments Received



■ High ■ Moderate ■ Low



BEVERAGE CONTAINER MANAGEMENT BOARD

BCMB ACTION PLAN

DAN WHITE, DIRECTOR OPERATIONS, BCMB



AREAS OF DISSATISFACTION

- Communication
- Mystery Shopper
- Progressive Action Policy
- Container Validation Request

COMMUNICATION

Increase in dissatisfaction in the following area:

Ability to reach staff increased (5%-10%)

Response Time increased (7%-10%)

Action Plan

- Develop Standard Operating Procedure for proper timelines
- Advise receptionist to log all messages
- Enforce 24 hour response time during working day (Mon-Fri)
- Daniel White and Brent Campbell to answer phone calls during weekends

CONTACT INFO

Regular Business Hours Contact

- BCMB general line: 780-424-3193 Ext. 221
- When contacting the BCMB office please speak with the receptionist and ask for a specific department. You will be directed accordingly.

Outside of Business Hours (not on Contact Sheet, please write these down):

- Daniel White: **587-983-0573**
- Brent Campbell: **403-200-2329**

MYSTERY SHOPPER RESULTS

Increase in dissatisfaction in the following area:

Timeliness of Mystery Shopper Results (6%-19%)

Action Plan

- All audit results will be delivered to the depots via email no later than 7 days from the time the audit was completed

PROGRESSIVE ACTION POLICY RESULTS

Increase in dissatisfaction in the following area:

Timeliness of PAP Results (3%-13%)

Action Plan

- Review of PAP (currently)
- Monitoring and tracking timelines for review in 2017
- Provide feedback to the CSA on timelines

CONTAINER VALIDATION REQUEST CONCERNS

Increase in dissatisfaction in the following area:

CVR form usage (17% were not comfortable using the form)

Action Plan

- Educate depot operators on how and when to use the form through e- learning tool
- BCMB will be providing further information related to CVR Form in the upcoming weeks...



ABCRC ACTION PLAN

COLIN CARTER, VP OPERATIONS, ABCRC



AREAS OF DISSATISFACTION

- Communications (Response Times)
- Shipping Containers (Quality & Quantity)
- Depot Marketplace

COMMUNICATIONS (RESPONSE TIMES)

Increase in dissatisfaction in the following areas:

Ability to reach staff increased (8% to 11%)

Response Time increased (7% to 19%)

Action Plan

- BCMB to provide transactional issue document to ABCRC
- Develop Standard Operating Procedure for proper timelines

CONTACT INFORMATION INCLUDED IN NEWSLETTER

Southern Alberta

Operations Manager: Don Stewart 403-264-0170 x 232

Northern Alberta

Operations Manager: Vince Moroz 780-435-1395 x 225

**BEER
STORE**

BDL
BREWERS DISTRIBUTOR LTD.

Depot Satisfaction Survey

Bryan Pearce
Jace Hunter





Specific Aspects of BDL Service

- Ability to Reach Staff
- Timeliness of Response
- Timeliness of Payments Received
- Communication of Payment Adjustments
- Quantity of Pallets
- Quality of Pallets
- Other Supplies



- **Ability to Reach Staff**
 - 82% high to moderately satisfied.
 - 18% low satisfaction.
- **Timeliness of Response**
 - 80% high to moderately satisfied.
 - 20% low satisfaction.



Timeliness of Payments Received and Communication of Payment Adjustments

- **Timeliness of Payments Received**
 - 90% high to moderately satisfied.
 - 10% low satisfaction.

- **Communication of Payment Adjustments**
 - 85% high to moderately satisfied.
 - 15% low satisfaction.



- **Quantity of Pallets**
 - 95% high to moderately satisfied.
 - 5% low satisfaction.
- **Quality of Pallets**
 - 97% high to moderately satisfied.
 - 3% low satisfaction.
- **Other Supplies**
 - 94% high to moderately satisfied.
 - 6% low satisfaction.



- **BDL Northern Alberta**
 - (780) 732-6537
- **BDL Southern Alberta**
 - Warehouse
 - (403) 531-1085
 - Dispatch
 - (403) 531-1038
- **BDL Finance Department (Ontario)**
 - BDLAP@thebeerstore.ca



- **BDL Customer Service**
 - BDL@bdl.ca
 - 1-800 661-2337
- **Jace Hunter**
 - Jace.hunter@bdl.ca
 - (604) 340-1508
- **BCMB Help Centre**
 - support@bcmb.zendesk.com

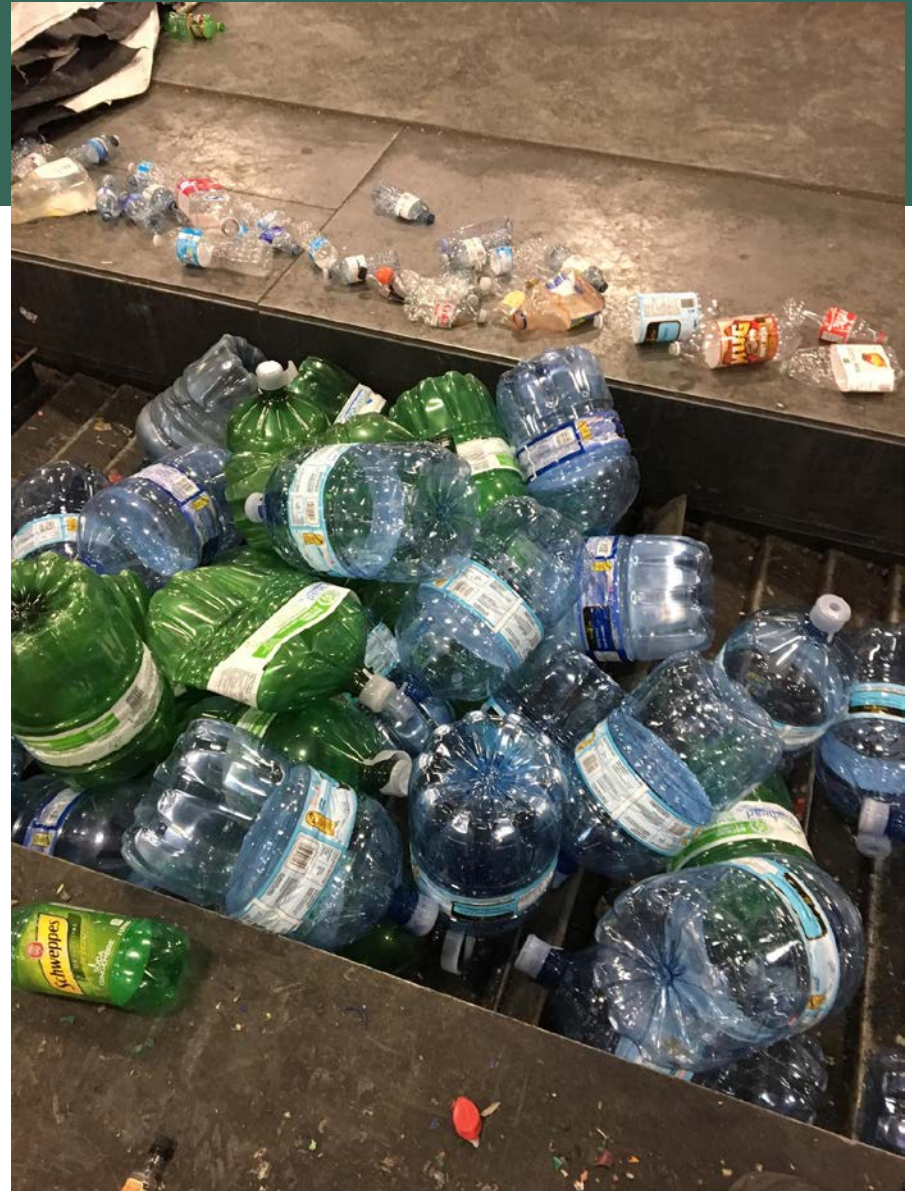
QUESTION AND ANSWER TIME!

- If anyone has questions about the Depot Satisfaction Survey, the results of the survey, or the presented Action Plans, now is your time to ask!

ABDA DEPOT RECOGNITION

- Please Welcome the ABDA up to the stage!
 - Depot Recognition
 - POR Update
 - PET Sorting Update

PET CLEAR VS. OTHER PLASTICS



IF YOU MISSED THE EMAIL IN THE PREVIOUS PRESENTATION...

- If you contribute to your community and want to be added to the Presentation, please email **cmurnaghan@bcmb.ab.ca**

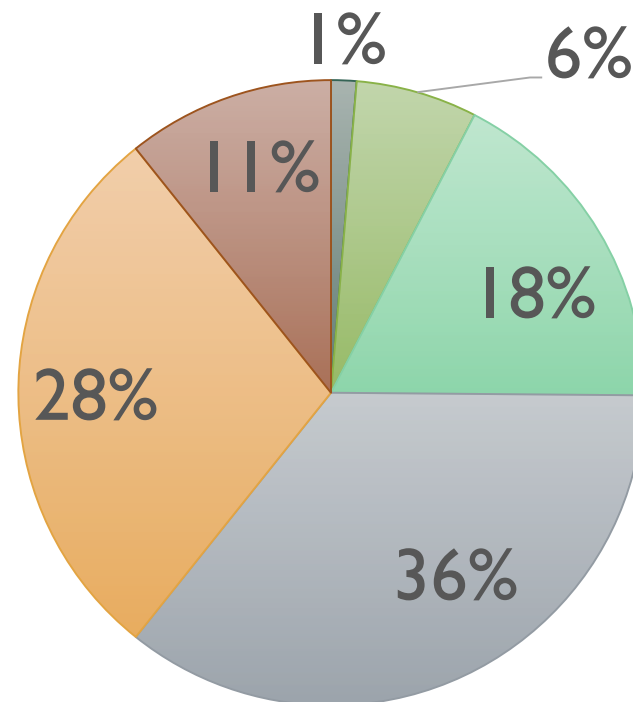
CURRENT BCMB INSPECTION FORM



- MANDATORY CRITERIA
- CUSTOMER SERVICE
- DEPOT EXTERIOR
- CUSTOMER SERVICE AREA
- MYSTERY SHOPPER
- PROGRESSIVE ACTION POLICY
- PAST REQUIRED IMPROVEMENTS BEEN MET?
- NEW REQUIRED IMPROVEMENTS
- SIGNATURE

DEPOT RESULTS

Inspection Scores in 2015 (with MS and PAP)

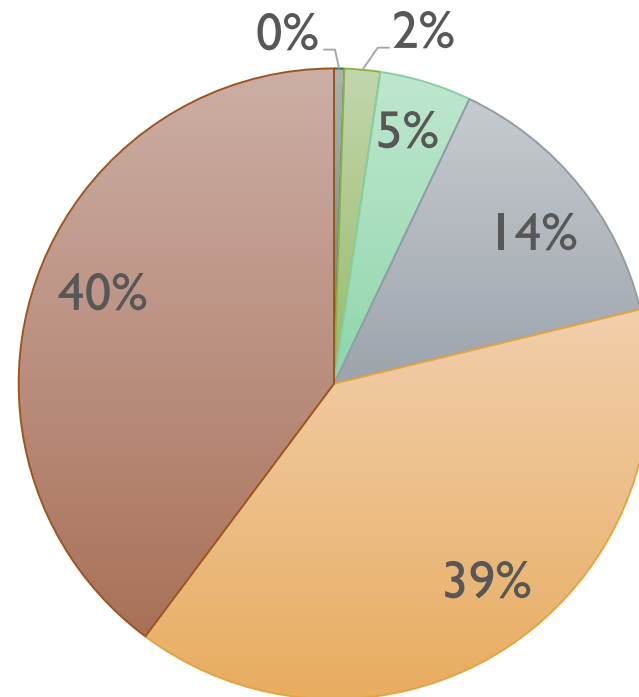


AT TIME OF INSPECTION

- Compliance Officers physically assess all criteria at time of Inspection, except:
 - UCA, Levies and Meeting Attendances
- Mystery Shopper Results
 - Constantly assessed, monitored and communicated by BCMB's Environmental Specialist
- Progressive Action Policy
 - Constantly assessed, monitored and communicated by ABCRC and BCMB CSA Officer

DEPOT RESULTS

Inspection Scores in 2015 (No MS or PAP)



- According to the updated data, MS and PAP play a significant role in decreasing overall Inspection scores.
- These two parameters have no part in individual Depot compliance in achieving Public Image, cleanliness, and maintenance standards which Inspections have been developed to measure.

IF WE REMOVE THESE SECTIONS:

- BCMB Compliance Officers can trust that a Depot consistently operating at a high Inspection percentage can continue to do so unhindered by many Inspections.
- This will allow BCMB to focus on the bottom 20% of Depot performers.
- This will also allow BCMB to identify ranges of performance in separate categories of Compliance (Inspections, Mystery Shopper, PAP, UCA)

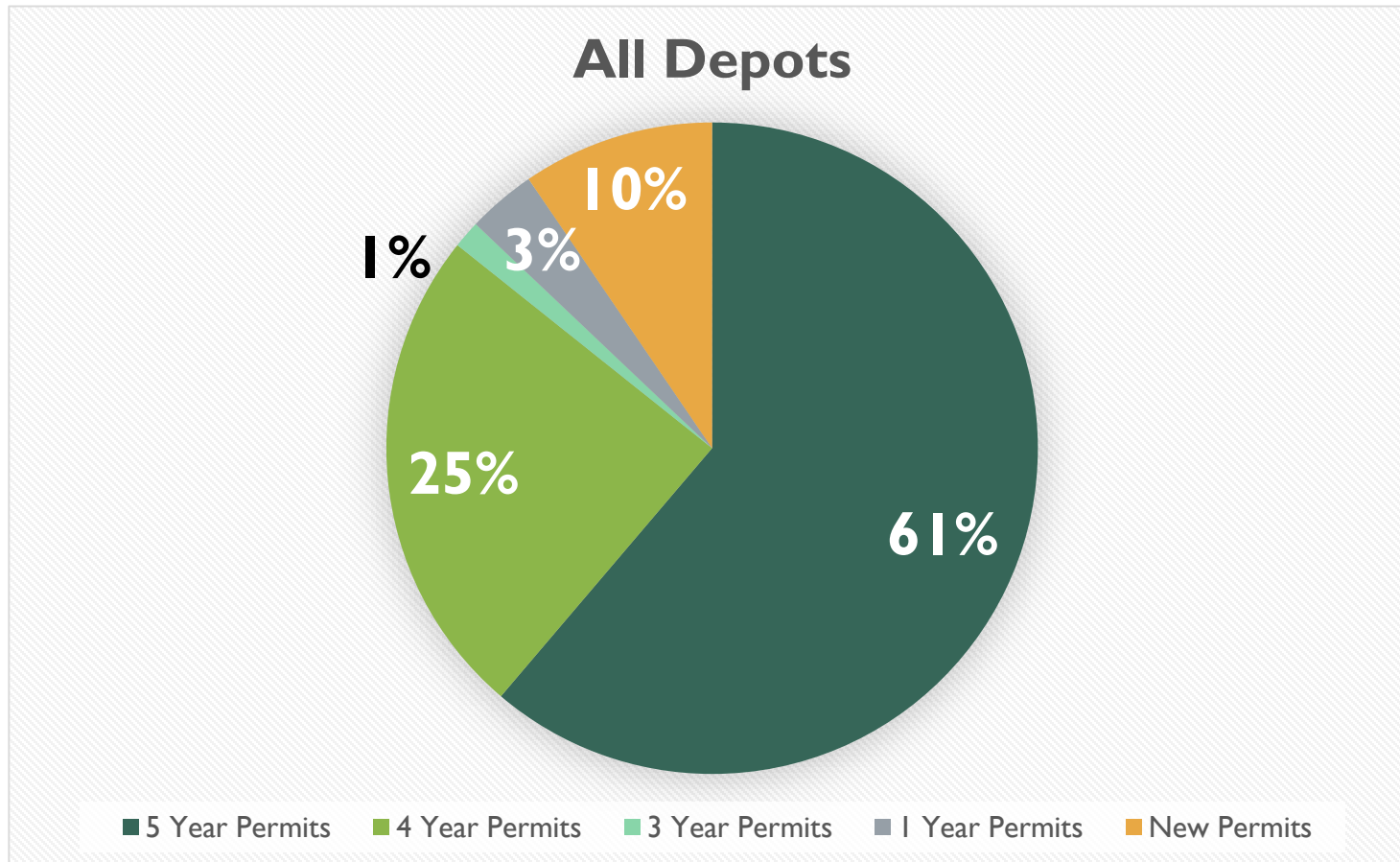
REWARD AND RECOGNITION PROGRAM

- The BCMB is currently in the process of designing a Depot Reward and Recognition Program that will highlight to all customers and Industry how well a depot performs in every single area of BCMB Compliance.
- Look for updates on this throughout the year!

PERMIT RENEWAL MATRIX

- The scoring matrix the BCMB uses to determine the length of awarded Operating Permits is made up of:
 - **Average Inspection Score**
 - **PAP Entrances**
 - **PAP Variances**
 - **Mystery Shopper Average**
 - **Meeting Attendances**
 - **Submission date of Renewal**

- Depending on the points a Depot receives, they are awarded with 1,4 and 5 years.



EVERGREEN PERMITS- STILL AN IDEA!

- The success of The Reward and Recognition Program will determine if Depots will benefit from an auto-renew program for their permits if they consistently perform well in all areas of Compliance.
- If Depots are not performing well enough to use the auto-renew program they may be placed under strict Permit conditions until improvements are made.

RELEVANCE OF EVER-GREENING PERMITS

- Could free up Depot time and money.
- Potentially allow BCMB to give depot owners autonomy within their own independent businesses.
- Encourage lower performing depots with extrinsic rewards and the benefits in working towards compliance.
- Free up BCMB Compliance Officers time to really focus on that lowest 20%

QUESTIONS?

- Please keep in mind that all major changes take time and require patience.
- This is still in a developmental phase.
- Appropriate communications will be sent out when ready to implement.

LUNCH TIME!!!!

- Questionnaires are to be handed in at the end of the Meeting
- Draw for the Questionnaires will be held after all have been handed in
- We will notify you VIA email on who won the draw for each meeting

SHIPPING CONTAINER STRATEGY

2016 REGIONAL MEETING



SUPPLY OF SHIPPING CONTAINERS (BY JUNE 30, 2016)

	Calgary	Edmonton	Lethbridge	Total
Mega-Bags	14,250	21,000	1,750	37,000
Glass Bags	1,200	1,400	100	2,700
Pallets	6,000	9,200	1,100	16,300

IMPROVED SHIPMENT PRESENTATION

- CSA Direct Depots
 - Blue glass bags bundled the same white mega-bags (i.e. 10 bags per bundle, folded and strapped)
- Carrier Direct Depots
 - Pallets and bag bundles shrink-wrapped
 - Blue glass bags bundled the same white mega-bags (i.e. 10 bags per bundle, folded and strapped)

ORDER CONFIRMATION

- ABCRC
 - Supervisor level verification of shipment & CBill accuracy
 - Carrier signature before trailer leaves ABCRC
- CARRIER
 - Signature acknowledging quantities on CBill
 - Contract language enforcing liability for delivery

DELIVERY CONFIRMATION

- DEPOT
 - Sign CBill at time of delivery verifying (#'s of bundles & pallets)
 - Reporting of discrepancies of bundles once opened
- CARRIER
 - Return copy of CBill with depot's signature verifying delivery

INVENTORY TARGETS

- Communication of current 2015 targets to each depot
 - Sent via email by February 22nd, 2016
- Agreement on improved 2016 targets for each depot
 - Agreement with Depot Operator by March 15th, 2016
- Notification to ILC
 - Report to ILC on March 22nd, 2016 regarding completion

INVENTORY REPORTING

- Spring Inventory
 - Mar 15th, 2016 - Request sent for Mar 31st Inventory
 - Mar 31st, 2016 - Inventories at close of business on Mar 31st
- Fall Inventory
 - Sep 15th, 2016 - Request sent for Sep 30th Inventory
 - Sep 30th, 2016 - Inventories at close of business on Sep 30th

DEPOT ACCOUNTABILITY

- Reported inventories will be evaluated and adjusted for:
 - Loads shipped by a depot but not yet received at an ABCRC plant
 - Loads shipped by ABCRC but not yet received by the Depot

DEPOT ACCOUNTABILITY

- Variances in inventories will result in the Depot being provided with:
 - i. a copy of ABCRC's reconciliation;
 - ii. a copy of the record of loads shipped/received;
 - iii. a request for an explanation of the discrepancy; and,
 - iv. an invoice for any shortage of shipping containers;

CSA ACCOUNTABILITY

- ABCRC must report to the BCMB monthly the:
 - Number and type of supplies shipped; and
 - Number and type of shipping supply deficiencies.

CSA ACCOUNTABILITY

- Annual Reconciliation Report to the BCMB:
 - Opening Depot Inventories
 - + Opening ABCRC Plant Inventories
 - + Shipping Containers in Transit to/from Depots
 - + Shipping Container Purchases
 - Shipping Containers Culled
 - = Closing System Inventory

QUESTIONS?

2016 MARKETING PLAN

ANGELA WILES, VP COMMUNICATIONS & MARKETING, ABCRC



TOPICS

- Container Recycling Fee (CRF)
- Depot Survey
- 2016 Marketing Programs

CONTAINER RECYCLING FEE (CRF)

- Rates changed effective February 1st, 2016
- Brochures are available upon request from ABCRC
- Direct questions to www.abcrc.com
or feedback@abcrc.com

Container Recycling Fee

Building a cleaner environment for Alberta
one container at a time.



Alberta has one of the most innovative and effective beverage container recycling programs in North America. Some of the money to operate the system comes from the sale of recyclable material from the returned containers. The rest comes from unredeemed deposits and the Container Recycling Fee. Beverage containers have different recycling fees because they have different costs of recycling.

DEPOT SURVEY

- Conducted the survey during the week of February 1-5, 2016
- 41% participation rate
- Telephone and online survey
- Results support marketing initiatives for 2016

2016 MARKETING PROGRAMS



2016 MARKETING PROGRAMS

- Depot Marketplace
- Industry Website
- Summer Event Team

DEPOT MARKETPLACE

- Marketplace launches March 7th
- \$250 credit available per depot
- Program closes September 30th
- www.depotmarketplace.ca



INDUSTRY WEBSITE

- Customer focused “One-stop” site for all Depot info
- www.albertadepot.ca
- Target launch date: May 30th, 2016

SUMMER EVENT TEAM

- Promotional team for beverage container recycling
 - Customer appreciation events
 - Community events
 - Educational presentations at schools

CONTACT

ABCRC Marketing Team at feedback@abcrc.com



HERE BEGINS THE QUESTION AND ANSWER FORUM

- Please stand and wait for a microphone to reach you before asking your Questions.
- Session will be moderated by Brent Campbell

END OF REGIONAL MEETINGS

- Don't forget to hand in your completed Questionnaire to the Compliance Officer at the front sign-in table

- You can wait around for the draw or receive the results of the draw via email on **March 18, 2016**