



DATE: August 11, 2023

TO: Depot Network

RE: **Out-of-Province Material – Pincher Creek and Border Areas**

Attention Depot Operators and Staff,

On August 11, 2023, a **male** customer entered K.J. Cameron Service Industries – Pincher Creek attempting to return **approximately 7 (seven) bags of suspected out of province material**. During processing of one of the bags, the male abruptly collected his containers and left the depot. This alerted staff who then witnessed the customer returning to a **white Toyota truck with BC license plate VA 9223**. Following further questions from staff, the customer, identifying as **Jason**, admitted that at least half his containers were out of province material. The Depot advised the customer of the Container Validation Request (CVR) process, but the customer refused to allow the containers to be submitted for further verification.

This notice is to make depots aware that this customer may attempt to return these containers to your depot, particularly if you are located in or near the Pincher Creek area. Please do not provide a refund for these containers, and follow the steps below:

1. Submit a Container Validation Request (CVR) form through the Quality Monitoring System (QMS). The CVR form and a comprehensive CVR Reference Guide can be found on the BCMB website by [clicking here](#). Scroll down to Depot Resources and click on “Forms and Guides”.
2. Quarantine the containers at your depot if possible. Do not provide a refund to the customer and do not ship the containers to ABCRC until advised by the BCMB.
3. Provide the customer with BCMB’s phone number so they know who to contact regarding these containers. Should the customer refuse to complete a CVR or leaves with the material, please ensure that you still notify the BCMB. Provide as much detail as you can and include security images if possible. Should you have any questions, please contact a Compliance Officer at compliance@bcmb.ab.ca.

For more information, please contact a BCMB Compliance Officer by calling/emailing:

Toll Free: 1-888-424-7671
Phone: 780-424-3193
Email: compliance@bcmb.ab.ca

