



DATE: August 31, 2023

TO: Depot Network

RE: **Out-of-Province Material – Banff**

Attention Depot Operators and Staff,

On August 30, 2023, two customers, a **male and female with Eastern European accents**, entered Banff Bottle Depot attempting to return **15 bags of crushed out of province material**. When asked, the customers stated that the containers were from B.C. The Depot advised the customers of the Container Validation Request (CVR) process, but the customer refused to allow the containers to be submitted for further verification, and left with the containers. The customers were driving a **burgundy red Ford Explorer, license plate number SD-7252**.

This notice is to make depots aware that this customer may attempt to return these containers to your depot, particularly if you are located near Banff or West of Calgary. 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

