July 7, 2016

Dear Depot Owner/Operator,

## RE: BCMB's Mystery Shopper Program

Our mandate is to regulate and enhance a leading beverage container system that protects Alberta's environment. The Mystery Shopper Program supports this mandate by focusing on two of the value statements: 'We value accessible, quality, convenient and safe service from depots, and, we value consistent, fair and firm enforcement of meaningful standards.' This means that it is our responsibility to ensure that this quality of service is delivered to all Albertans who return their registered containers at any of the province's Depots. To ensure quality of service and to monitor compliance with Alberta's *Beverage Container Recycling Regulation*, every Depot in Alberta will continue to be audited through BCMB's Mystery Shopper program.

The recently circulated Mystery Shopper Policy that was designed to guide the program and provide transparency to all stakeholders will not be applied to the results of the program at this time.

As the public-facing side of our industry, our network of Depots is largely responsible for Albertans' perception of our container collection system. The quality of service provided by your Depot shapes how the public views our industry and ultimately the degree to which they use the services of our depot network. To most Albertans, quality of service at a Depot simply translates to access and accuracy.

The purpose of the Mystery Shopper program is to drive improvements in refund accuracy where and when required. Through tracked audit results, the BCMB will identify Depots that are providing unacceptable refund accuracy and will assist these Depots in achieving refund compliance. Our findings to date show that the majority of Depots provide accurate refunds. The BCMB will continue to acknowledge Depots that provide exceptional refund accuracy.

Until the Mystery Shopper Policy is implemented we will continue to use the existing inspection matrix for evaluating depot performance in the Mystery Shopper Program. A Depot's history of Mystery Shopper performance currently contributes 14% of the overall score on a Depot Inspection and additionally, 20% of the score on the Permit Renewal Matrix is attributed to Mystery Shopper performance. Please contact Mike Winter, Quality Assurance Manager, at 780 424 3193 ext. 226 or <u>mwinter@bcmb.ab.ca</u> if you have any questions or concerns.

