

DATE: November 29, 2021

TO: Depot Network

RE: **Replacement of Self-Inspection Program with Annual Depot Performance Evaluation**

**Attention Depot Operators and Staff,**

Effective January 1, 2022, the BCMB will no longer be utilizing the Depot Self-Inspection Program. In its place, a Risk Assessment and follow-up Depot Performance Evaluation (“Evaluation”) will be implemented.

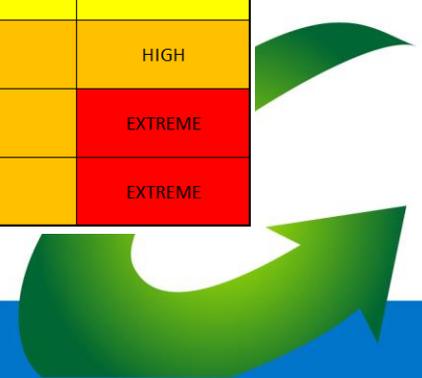
It remains important to the BCMB that Compliance Officers continue to inspect depots annually, as it creates and maintains relationships with depot operators and provides a convenient opportunity for depot operators to pose questions or relay concerns directly to an Officer. Rest assured that visits from a Compliance Officer do not always reflect non-compliance issues, but rather, are positive interactions. Additionally, inspections are important to ensure that fraudulent and non-compliance is dealt with quickly and accordingly to protect other depots and our industry as a whole.

Additional inspections will be conducted where necessary according to the below Risk Assessment Matrix:

Legend:

	1 inspection/year
	1 inspection and 1 visit/year
	2 inspections/year
	Greater compliance action

		COMPLIANCE ACTION				
		Validated Customer Complaint	Enter Level 2 of Framework	Enter Level 3 of Framework	Compliance Review	Investigation
FREQUENCY OF NON COMPLIANCE PER YEAR	0	LOW	LOW	LOW	LOW	LOW
	1	LOW	LOW	MODERATE	MODERATE	MODERATE
	2	LOW	MODERATE	HIGH	HIGH	HIGH
	3	LOW	MODERATE	HIGH	HIGH	EXTREME
	4+	MODERATE	HIGH	HIGH	HIGH	EXTREME





A Depot Performance Evaluation will be disseminated to depots quarterly, as per the chart below:

Quarter	Month	BCMB Zones (1 - 23)
1	March	1 - 7
2	June	8 - 15
3	September	16 - 21
4	December	22 - 23

BCMB's goal is for each depot to thrive in the industry and therefore we will use these opportunities to congratulate depots on their efforts and provide feedback where needed. Your depot's Evaluation will include positive and constructive information from the previous 12 months (leading up to your Evaluation quarter) regarding compliance within the following areas:

- Quality Control Framework
- Refund Compliance Framework
- Operational Compliance Framework
- Non-Beverage Container Compliance Framework
- Uniform Code of Accounts Compliance Framework
- Investigative Processes
- Customer Complaints

In addition, the Evaluation will include relevant awards and customer appraisals to highlight the public's satisfaction with your depot.

We ask that you review your Evaluation and reflect upon it for the forthcoming year.

Should you have questions or concerns, please contact the BCMB compliance team by calling/emailing:

Phone: 780-424-3193

Toll Free: 1-888-424-7671

Email: [compliance@bcmb.ab.ca](mailto:compliance@bcmb.ab.ca)

