

Depot Code of Conduct

Industry Consultation

February 1, 2022

Purpose

The [Depot By-law](#) (Section 10.36) references the requirement for depot operators and their employees to comply with any Depot Code of Conduct approved by the BCMB. A Code of Conduct (Code) helps define and clarify expectations for the industry and the public. It also speaks to the importance of the relationship between depots, the public, and other stakeholders, and the value that our beverage container recycling industry places on trust and accountability.

The BCMB has drafted a Code of Conduct to guide these relationships and would like to hear from the industry. The support of depots and all industry partners is important to the BCMB. As Depot Owners/Operators and staff will be responsible for adhering to the new Code, we would like your feedback on whether the standards outlined are clear and reasonable and if not, why you feel that way

Your open and honest input is important to the BCMB. We want to ensure the Code meets the needs of depots and the public, and provides guidance for everyone in the beverage container recycling industry. All input will be considered by the BCMB's Governance and Compensation Committee before the Code is finalized and approved by the Board of Directors.

How to Provide Feedback

We strongly encourage you to read through the entire draft Code of Conduct at least once before providing your input. The draft has been attached to this notice for convenience.

Once you have reviewed the Code, click this link to access the online survey:
<https://www.surveymonkey.com/r/Q5PYR9X>.

There are questions after each section of the Code that will provide the opportunity for you to comment. Use as much space as you need to provide your response after any, or all, of the questions.

Please complete the survey only once per depot/organization. You will be asked to indicate your name and name of the depot/organization when completing the survey. Should the BCMB have any follow-up questions or require clarification of any responses, you will be contacted.

The survey will be available until Tuesday, March 1, 2022, at 4:00 pm. After this time, the link will no longer be accessible.

If you have any questions, please contact:

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The BCMB would like to thank the industry in advance for taking the time and effort to thoroughly review the draft Code and provide your input. It will help ensure Alberta's beverage container recycling industry continues to provide the best possible service and experience for the public and those working in the industry.

1. APPLICATION OF THE CODE

- 1.1. This Code of Conduct (this “Code”) applies to all Permit Holders, Depot Operators, Depot Managers, depot employees and persons carrying out activities on behalf of a depot at their express or implied request. For the purpose of this Code, all these parties may be referred to as “you.”
- 1.2. Depots that contract with third parties to provide services related to the collection of containers are expected to provide this Code to those third parties and obtain acknowledgment from them that they will operate in accordance with this Code as applicable.
- 1.3. The Permit Holder for a depot is responsible for ensuring compliance with this Code as is any individual who has agreed to be jointly and severally responsible for ensuring compliance with the Depot By-Law and any Depot Manager whose name has been provided to the BCMB by the Permit Holder.
- 1.4. This Code applies in addition to the obligations set out in the Beverage Container Recycling Regulation (the “Regulation”), all BCMB by-laws including the Depot By-law, all BCMB policies and guidelines, the terms and condition of the depot permit, any applicable service agreements and all applicable federal, provincial and municipal legislation and enactments.

2. GENERAL PRINCIPLES

- 2.1. There are two main themes that underlie this Code:

- 2.1.1. First, you are expected to conduct yourself with integrity. This means that you must strive to:
 - Do the right thing,
 - For the right reason,
 - In the right way.

And uphold the standards and reputation of Alberta’s beverage container recycling industry (the “industry”).

- 2.1.2. Second, you are expected to actively promote inclusion and diversity in the industry. This means treating everyone with equal dignity and respect regardless of race, color, gender, age, religion, sexual orientation or ability.

- 2.2. **Review this Code of Conduct thoroughly. You are required by the Depot By-law to comply with this Code and failure to comply is conduct that may be subject to a review by the BCMB Complaints Director, which could result in compliance enforcement, including referral to hearing, where your permit could be at risk.**

- 2.3. The reputation of the industry rests on the trust of the public and all the industry partners and stakeholders. Conducting yourself with integrity and focusing on inclusion will enhance that trust. This Code will specifically look at some of the key relationships in the industry. However, this Code is not intended to address every situation. You are expected to use your own judgment and common sense in dealing with day-to-day situations and to seek further guidance from the BCMB, your industry association or other Depot Operators or Permit Holders as may be appropriate.

3. RELATIONSHIPS WITH CUSTOMERS

A depot's relationship with its customers is at the core of the industry.

- 3.1. You must treat all customers honestly and fairly. This includes taking all reasonable steps to ensure that customers are provided the proper deposit refunds in exchange for their returnable empty beverage containers.
- 3.2. Honesty and fairness are a requirement for business dealings. You must not make any representations, statements or claims that are not true or that could mislead a customer. While you may wish to make a comparison between depots when discussing your services and operations, you must not misrepresent your services or qualifications or the services or qualifications of others.
- 3.3. You must treat all customers with dignity and respect. This includes taking all reasonable steps to ensure that no customer is exposed to harassing, abusive, insulting or derogatory language or behavior. Some examples of unacceptable conduct include, but are not limited to:
- 3.3.1. language that could be considered offensive or disrespectful;
 - 3.3.2. words, gestures, or other actions that alarm, threaten, demean, intimidate, embarrass or cause distress to another person;
 - 3.3.3. racist language;
 - 3.3.4. verbal or physical aggression; and
 - 3.3.5. unequal treatment due to race, color, sex, sexual orientation, gender identity, religion, marital status, age, national origin, disability, veteran status, citizenship status, or other protected group status as defined by applicable federal, provincial or local laws.
- 3.4. You must take all reasonable steps to ensure that customers are safe when at the depot. This includes ensuring compliance with the requirements of the Depot By-law and the requirements of all relevant regulatory authorities including Alberta Health Services and Alberta Occupational Health and Safety.

4. RELATIONSHIPS WITH STAFF

- 4.1. You must comply with all federal and provincial employment standards and human rights legislation.
- 4.2. You must promote cooperation, accountability, and acceptance of diversity among employees, subcontractors and agents.
- 4.3. You must not engage in discrimination based on race, color, sex, sexual orientation, gender identity, religion, marital status, age, national origin, disability, veteran status, citizenship status or other protected group status as defined by applicable federal, provincial or local laws.
- 4.4. You must ensure that employees, agents, contractors and volunteers are treated with respect and dignity and that any disciplinary policies and procedures are clearly defined and communicated to employees before they are applied.
- 4.5. You must not allow violent or aggressive behavior on depot premises. These behaviors include threatening remarks, causing physical damage or property damage, vandalism or engaging in any conduct that could be perceived as threatening by another person.
- 4.6. You must ensure that any allegation of inappropriate treatment or any form of harassment is dealt with appropriately and to the satisfaction of those making the allegation. Harassment involves any verbal or physical conduct that unreasonably disrupts another person or is perceived to do so. Any violent or harassing behaviors including, but not limited to, sexual harassment, workplace bullying or workplace harassment must not be tolerated.
- 4.7. Everyone at a depot is entitled to a safe environment. You are responsible for ensuring that all operations on the premises are carried out safely. You must comply with all safety rules and practices as required by, but not limited to, Alberta Health Services, Alberta Occupational Health and Safety, and any Occupational Health and Safety policies or guidelines in place at the depot.
- 4.8. The use of illegal drugs or consumption of alcohol on depot premises is not permitted.
- 4.9. Everyone at a depot has a responsibility to remain alert for unsafe, inappropriate or illegal conduct. Conduct of this nature should be brought to the attention of the Permit Holder, Depot Operator or Depot Manager immediately and should also be reported to the BCMB. Where personal safety may be at risk, the police or RCMP should be contacted.

5. RELATIONSHIPS WITH OTHER DEPOTS

- 5.1. The BCMB regulates the number of depots in the province and their locations and does not allocate territories or customers to a particular depot. However, depots should act

professionally and respectfully in relation to each other when conducting collection activities as well as complying with all relevant BCMB guidelines, policies and standard operating procedures relating to the external collection of beverage containers.

- 5.2. You must not collect information about other depots by illegal or improper means. Improper means would include attempting to gain confidential information through former employees or industry partners, or by misrepresenting your identity to another party. It is not improper to obtain information through publicly available records.

6. RELATIONSHIPS WITH THE BCMB, CSA (Collection System Agent) AND CSP (Collection Service Providers)

- 6.1. The BCMB has regulatory authority over depot operations. You must be proactive in ensuring that you are familiar with the Beverage Container Recycling Regulation and all applicable BCMB by-laws, guidelines and policies. You must review all communications from the BCMB and request further information and clarification if required.
- 6.2. You must treat all members of the BCMB, CSA, CSP and any third-party conducting business on behalf of those organizations with dignity and respect, ensuring you always act with honesty and fairness.
- 6.3. You must reply promptly, completely and honestly to any communication from the BCMB, CSA or CSP that requires a response.

7. PRIVACY, CONFIDENTIALITY AND YOUR INDUSTRY EMAIL ACCOUNT

- 7.1. You must take all reasonable steps to protect any personal information that you collect from employees, customers or other industry stakeholders including, but not limited to names, addresses and phone numbers. You should be familiar with your obligations under the Personal Information Protection Act (Alberta).
- 7.2. You must also take all reasonable steps to protect any confidential or proprietary information relating to the industry and industry stakeholders; this also applies if you leave the industry. Confidential or proprietary information must only be shared with those who are authorized to see that information and require it in relation to depot business.
- 7.3. Access to industry email, computer networks, software or other electronic services provided by the BCMB, or other industry partners, must only be used for the purposes for which access has been provided. If you are provided access to systems through an individual login account with a confidential password, you should not share that password unless you have obtained the express permission of the service owner in advance.
- 7.4. Each Permit Holder is provided with an industry email account. You must not provide access to that email account to anyone unless they are specifically authorized by the BCMB to use it by

way of being a Permit Holder, manager or staff member. You are personally responsible for all activities that take place using your assigned account. Your industry email is only to be used for depot business. You must not use your industry email for the transmission of offensive material or messages. Any information shared with you through your industry email by the BCMB or another industry partner should be considered confidential.

8. BREACHES OF THE CODE OF CONDUCT

- 8.1. You have an obligation to report the conduct of others that is contrary to the legislation, BCMB by-laws, guidelines, policies or this Code to the BCMB. All reasonable efforts will be made to keep reports about potential breaches confidential except to the extent required to address the conduct identified.
- 8.2. In accordance with the Depot By-law, any conduct that comes to the attention of the BCMB, including a breach of this Code, will be reviewed by the Complaints Director. You must cooperate fully with the BCMB in relation to such a review. You must not:
 - 8.2.1. conceal, alter, or destroy any records;
 - 8.2.2. lie or make misleading statements to a BCMB employee or agent;
 - 8.2.3. interfere with the collection of information, data or records; or
 - 8.2.4. cause or attempt to cause anyone to lie or make misleading statements to a BCMB employee or agent.
- 8.3. In addition to the actions outlined in the Depot By-law, the Complaints Director may deal with Code breaches with a proposed plan of action agreed to by the Permit Holder and as applicable, a Depot Operator, Depot Manager, depot employee, agent or contractor.