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DATE: March 30, 2022

TO: Depot Network

RE: **Reminder: Refund Compliance Framework Amendments – Effective April 1, 2022**

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**Attention Depot Operators and Staff,**

This notice is being provided as a reminder to the notice sent [March 3, 2022](#), that amendments to the Refund Compliance Framework will come into effect on **Friday, April 1, 2022**.

The refund compliance audit amendments include the following:

**1. A new 3% variance which replaces the current \$0.50 variance.**

The 3% variance will provide a proportionate variance for larger value audits. There will be minimal change to results for small audits. 3% on a \$10 order is \$0.30 and on a \$20 order is \$0.60. Most refund compliance audits fall within the range of \$10 - \$25.

**2. Creation of a two-zone standard within the Compliance Framework: Zone 1 is compliant (pass), and Zone 2 is non-compliant (fail).**

A two-zone standard (instead of the current four zone standard) will simplify the Compliance Framework and align it with the Quality Control Compliance Framework (pass or fail status). A variance of equal to -3% or better will be zone 1 (pass), a variance worse than -3% will be zone 2 (fail).

**3. Elimination of challenges on compliant audits and provision for challenges on Zone 2 (non-compliant) audits only.**

The current framework allows for challenges at all zone levels. With the change to a two-zone standard and to maintain a level of transparency and fairness, challenges will be made available for non-compliant (zone 2) audits only.

Section 11 of the **Depot By-law** has been updated to reflect the compliance framework changes. [Click here](#) to find the Depot By-law on the BCMB website (under the Current By-laws tab).

Any entrance or movement within the frameworks will be communicated to your depot industry email address. More information on the BCMB's Refund Compliance Framework can be found by [clicking here](#).

If you have any questions, please contact a BCMB Compliance Officer at:

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