

NOTICE

TO: Depot Network

DATE: May 12, 2026

RE: **Potential Non-Deposit-Bearing Containers (Calgary and Area)**

Attention Depot Operators and Staff,

On the afternoon of Monday, May 11, 2026, a customer attempted to return a large quantity of Twisted Tea containers to Deerfoot Bottle Depot. All containers exhibited a hole near the bottom with unopened tops, which can be indicative of non-deposit-bearing containers.

The customer also refused to complete a Container Validation Request (CVR) form and left with the damaged empty containers in their SUV.



This notice is intended to make depots aware that containers matching the description above may be presented for return, particularly at depots in the Calgary area. If you encounter containers consistent with this description, please do not issue a refund and follow the steps outlined below:

1. Submit a CVR form through the Quality Monitoring System (QMS). The CVR form and a comprehensive CVR Reference Guide can be found on BCMB's 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 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 leave the material,

NOTICE (continued)

please ensure that you still notify BCMB. Provide as much detail as you can and include security images if possible.

If you have any questions, please direct them to a Compliance Officer at compliance@bcmb.ab.ca.

