

March 23, 2020

## BCMB Operations During Covid-19

The BCMB has been monitoring the situation around Covid-19 very closely and reacting to the daily developments as necessary. At this time our primary concern is the safety and health of Alberta communities.

It is out of this concern that the BCMB has given all depots the option to reduce operating hours or temporarily close completely to protect their staff and customers. Depot staff are required to handle beverage containers that have been used by others and therefore have a higher risk of exposure. If you are unable to recycle your beverage containers due to depot closures, self-quarantine, social distancing practices, or other reasons during this time, we encourage you to, wherever possible, store your empty, used beverage containers until it is safe/advisable to return them to a depot and/or regular business practices resume. The BCMB is committed to providing Albertans with access to beverage container recycling and refunds of deposits paid on those containers. We ask for your support and understanding during this difficult time.

As many depots are not operating during their regular hours or have temporarily stopped operations, we recommend that you call ahead before visiting a depot. Depot hours are also being updated daily at: <https://albertadepot.ca/find-a-depot/>.

BCMB staff continue to work during regular hours, however office operations have primarily been moved offsite. If you require assistance from the BCMB, please see below for contact information:

- Compliance/Permitting Inquires: [bcampbell@bcmb.ab.ca](mailto:bcampbell@bcmb.ab.ca)
- Product Registration: [registrations@bcmb.ab.ca](mailto:registrations@bcmb.ab.ca)
- Media Requests: [jlinton@bcmb.ab.ca](mailto:jlinton@bcmb.ab.ca)
- Quality Monitoring System (QMS): [aklatt@bcmb.ab.ca](mailto:aklatt@bcmb.ab.ca) OR [jbudd@bcmb.ab.ca](mailto:jbudd@bcmb.ab.ca)
- Invoice or Finance Requests: [mmanrique@bcmb.ab.ca](mailto:mmanrique@bcmb.ab.ca)
- General Inquires: [info@bcmb.ab.ca](mailto:info@bcmb.ab.ca)
- General Phone Line: 780-424-3193

*Staff receive voicemails transferred as audio files to their email inbox*

Once again, we would like to thank you for your patience and understanding. The BCMB will continue to work to serve Albertans and support our depot and industry stakeholder groups through this unique and unprecedented situation.