



***November 3, 2022***

### **BCMB Recognizes Depots for Program Excellence**

The Beverage Container Management Board (BCMB) recently joined its beverage container recycling industry partners in recognizing excellence in the industry. The [awards](#) of excellence in service, programs and industry operations were presented to depots at the Annual Industry Conference hosted by the [Alberta Bottle Depot Association](#), held in person for the first time since before the pandemic, in Banff, Alberta.

BCMB Board Chair, Andrew Stephens, and President, Blaire Gaalaas, were honoured to be in attendance and present a number of awards for program excellence.

“The awards exemplify everything good in the beverage container recycling industry and why consistent standards, whether outlined in regulation, bylaws or policy, help us achieve success and maintain the excellent reputation our industry has across many jurisdictions,” said Stephens. “Your efforts in managing the impacts of the pandemic and support for each other and our industry are greatly appreciated by our staff and Board of Directors.”

“These 10 depots are all great examples of how innovation, operational excellence, industry commitment and community support can set depots apart from others,” said Gaalaas. “The BCMB congratulates all winners and nominees. You are leading by example in Alberta’s beverage container recycling industry and helping ensure our industry continues to be regarded as one of the best in the country, if not North America.”

[Click here](#) for more information on the nominees and award winners. Information on the winners of each of the BCMB Program Excellence Awards can be found in the following backgrounder.

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## **Backgrounder**

### **BCMB Program Excellence Awards Winners**

#### **2022 Lifetime Achievement Award**

##### ***Dove Centre Bottle Depot, Bonnyville***

The Lifetime Achievement Award is presented to a depot that has shown a long-term commitment to the Alberta beverage container recycling industry, serving a community for more than 10 years and in good standing with the BCMB and industry requirements throughout that time.

Depot Owner, Roger Ouellette and his team at Dove Centre Depot have been in operation since 1973, serving the community of Bonnyville and the many seasonal visitors to the area. They work tirelessly as a not-for-profit agency, creating opportunities and support for adults with developmental disabilities in the Bonnyville and Cold Lake areas.

Their core values of inclusion, mentorship, empowerment, individuality, growth and acceptance are evident in the commitment they not only show our industry, but also the community they serve.

#### **Compliance Framework Excellence**

##### ***Ardrossan Bottle Depot & Island Bottle Depot, Bow Island***

The Compliance Framework Excellence award is presented to two depots that the BCMB feels have shown operational excellence in all compliance frameworks over the preceding 12 months, indicating a high degree of attention to detail, staff training and dedication to the industry.

The depots must not have been higher than level 1 (education level) in the past 12 months in any of the compliance frameworks, including those for the Uniform Code of Accounts, refund compliance, quality control and operations. They also must not have been referred to compliance review for any reason.

This year the BCMB is recognizing the Ardrossan Bottle Depot and the Island Bottle Depot in Bow Island.

It is not easy to maintain such high standards in all areas of bylaw for an extended time. Simple things like a new staff member learning the process of sorting or a staff member having an “off day” when a refund compliance audit takes place can cause operational difficulties or variances.

The Ardrossan Bottle Depot had a variance of just -0.03% in quality control over the past year, no operational deficiencies and an average of just -10 cents in their refund compliance audits.

Island Bottle Depot had a -0.09% average variance in quality control and perfect refund and operational compliance results.

#### **Industry Engagement**

##### ***Recycle Plus, Grande Prairie & Quick Stop Bottle Depot, Edmonton***

The Industry Engagement Award is presented to two depots that have shown a willingness to participate in committees or projects, or that have assisted the BCMB with other unique requests. Participation must have gone beyond just providing feedback. It must have occurred in the last 24 months, been voluntary, and the participation or task must have been completed.

This year the BCMB is recognizing Recycle Plus, which includes the Plus I and Plus II Bottle Depots in Grand Prairie, and Quick Stop Bottle Depot in Edmonton.

The Recycle Plus depots in Grand Prairie have been long-standing members of their communities and our industry, with the first depot opening in 1980. They have been quick to try and adopt new ways to improve their service. As not-for-profit depots that provide employment opportunities for people with disabilities, which requires significant administration and management, they still find time to participate in industry initiatives like depot exit interviews.

The Quick Stop Bottle Depot in Edmonton recently relocated to a larger, more accessible area of the city, no doubt a significant undertaking. In addition to that, they agreed to participate in a BCMB project to create educational videos for new operators and the public. This involved having a film crew on site and staff available throughout that process, all of whom were very accommodating while normal depot operations were somewhat disrupted.

### **Industry Advancement & Innovation**

#### ***Valley Bottle Depot, Hinton & Beverly Bottle Depot, Edmonton***

The Industry Advancement and Innovation award is presented to two depots that the BCMB feels have shown an extra willingness to find ways to create advancement and introduce innovation to the industry as they respond to the changing needs of Albertans. The advancement or innovation must have occurred in the past 24 months and not be a requirement (like POR). It must also be compliant with industry regulations, bylaws and policies.

This year's recipients are the Valley Bottle Depot in Hinton and the Beverly Bottle Depot in Edmonton.

With their old depot no longer suitable, the Valley Bottle Depot designed a new building with customer needs in mind. They introduced a lighting system in their drive-through to allow customers to easily see when to approach the counting station. This also gives staff the ability to better control the flow of customers, which was even more beneficial during the pandemic. The depot also has a good-quality CCTV system which gives customers the ability to review a refund count, increasing customer satisfaction and confidence in our industry.

The Beverly Bottle Depot is being recognized for its response to customer needs during the Covid-19 pandemic. To allow customers to feel safe and stay at home if they chose, while still having the ability to return beverage containers for a refund and recycling, the depot created a booking system for their collection service.

### **BCMB Team Recognition Award**

#### ***Metro – Manning Bottle Depot, Edmonton***

#### ***Urban – REDI Bottle Depot, Medicine Hat***

#### ***Rural – La Crete Bottle Depot***

The Team Recognition Award is given to three depots – one metro, one urban and one rural - that have worked collaboratively with the BCMB in all functions, created a welcoming and respectful environment for BCMB Inspectors and demonstrated excellent customer satisfaction.

Specifically, the depots cannot have had any customer complaints in the past year, they must consistently communicate in a positive and respectful manner with all industry partners, they must work collaboratively with the BCMB to resolve deficiencies or issues as required, and they must maintain their depot to a high standard.

### ***Metro***

The metro depot the BCMB is recognizing this year is the Manning Bottle Depot. This depot continues to be an example to the industry. The depot manager, Kash Panu, and his team work hard to make the customer's experience positive which is evident in the many positive comments on social media and the absence of complaints.

The depot willingly assists the industry, testing and participating in new initiatives and processes such as the creation of several videos produced by the BCMB for new operators. Kash provides constructive input and asks questions when needed and is always respectful in doing so. He also offers help to other depots that are introducing automation, using his experience at Manning to help them navigate new systems.

### ***Urban***

The REDI Bottle Depot in Medicine Hat is the recipient of the urban team recognition award. REDI is a great example of a welcoming depot for customers, employees and BCMB Compliance Officers.

The depot has remained compliant with BCMB requirements for several years and has received no customer complaints. During visits conducted by Compliance Officers, depot manager Josh Hudson has been very welcoming and clearly takes great pride in his depot as well as his employees.

By investing in automation and personal protective equipment for staff, Josh leads a depot that shows a level of care that sets his depot apart from the field. In addition to running an excellent bottle depot, REDI Enterprises Society provides vital services to the Medicine Hat community. Depot profits help the society provide employment, housing, care and rehabilitation to people with disabilities in the Medicine Hat area.

### ***Rural***

The BCMB has chosen the La Crete Bottle Depot for being an excellent example of a rural bottle depot.

With a well-maintained and organized depot, owners George and Wanda Goertszen have demonstrated consistent compliance across all BCMB frameworks, a difficult achievement to maintain. Their efforts and high standards have impressed the BCMB, and they were one of only a few depots invited to take part in the self-inspection program in 2020. The La Crete Bottle Depot provides excellent customer service, with no complaints reported in over five years.

The depot also demonstrates support for its community by choosing a different charity to donate to each month. By showing great pride in their work, La Crete Bottle Depot has had a big impact on a small town.







