

2018 REGIONAL MEETINGS



ABCRC NAV SYSTEM UPDATE



ABCRC NAV SYSTEM UPDATE

- Improving NAV will be an ongoing process
- Looking at alternatives for technical support
- Continue to log all issues into QMS

ABCRC SHIPPING CONTAINER SUPPLIES

2018



ABCRC SHIPPING CONTAINER SUPPLIES

- Managing shipping containers is important to the industry
- Service agreement requirement of semi-annual inventory
- Inventory process is available online

ABCRC SHIPPING CONTAINER SUPPLIES

Important dates:

- March 15 ABCRC request to all Depots for shipping container inventory
- March 28 ABDA to send reminder notice and link to survey sent to all
- **March 31 Individual Depot Inventory Reports to be submitted to ABCRC**

ABCRC SHIPPING CONTAINER SUPPLIES

Important dates:

- April 3 ABCRC telephone depots that have not submitted their shipping container inventory in accordance with the Service Agreement record the reason for the phone call and any discussion on a QMS ticket
- April 9 ABCRC to update QMS tickets so as to elevate the issue to a Level 2 dispute (as per Schedule C Section 3.9 of the service agreement) for all depots who have not submitted their shipping container inventory in accordance with the Service Agreement
- April 17 ABCRC to update QMS tickets so as to elevate the issue to a Level 3 dispute (as per Schedule C Section 3.9 of the service agreement) for all depots who have not submitted their shipping container inventory in accordance with the Service Agreement

ABCRC SHIPPING CONTAINER SUPPLIES

- If you have questions, please contact:
 - Operations Manager Northern Alberta: Vincent Moroz: 1-780-777-3760
 - Operations Manager Southern Alberta: Trevor Koley: 1-403-333-4919



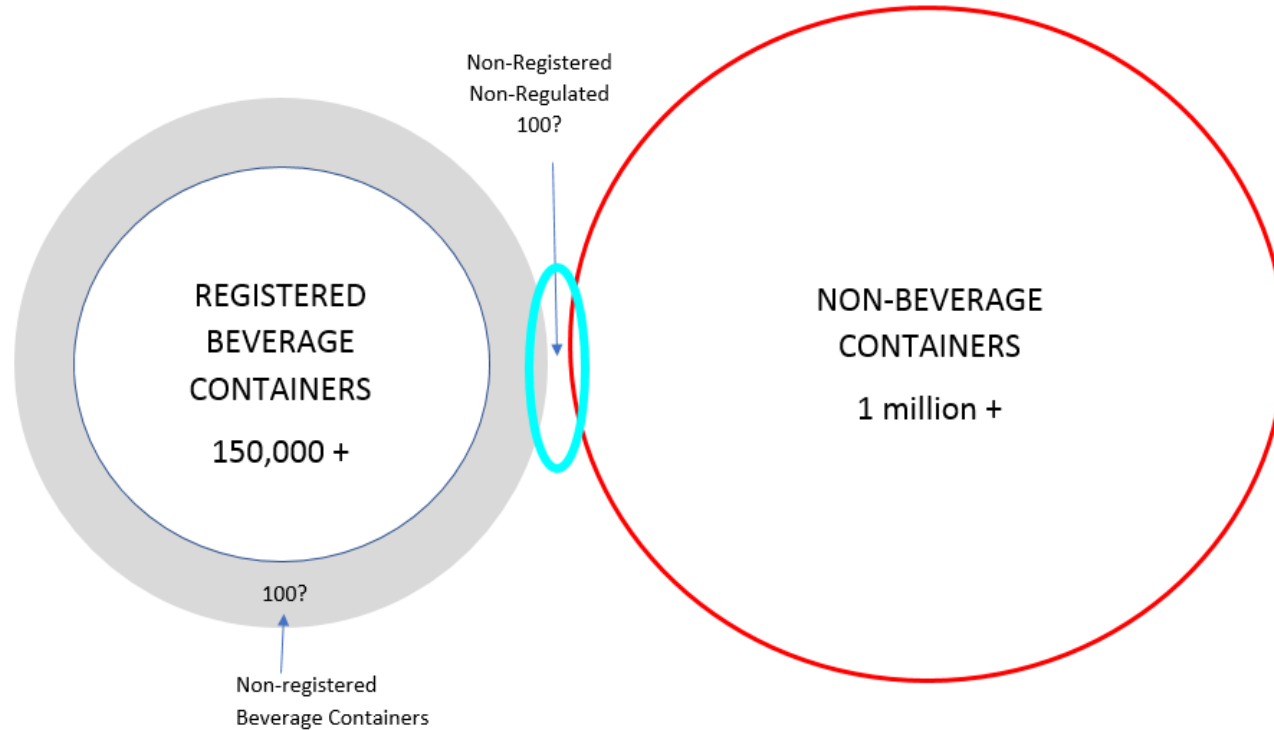
Non-Beverage Container Compliance By-law

Non-Beverage Containers

Why we need a By-law?

- Non-Beverage Containers are being shipped with registered beverage containers to the CSA
- The system is spending \$ shipping, sorting & recycling/landfilling non-beverage containers
- No deposit is paid on non-beverage containers
- By-law provides consistent, predictable, fair enforcement to administer compliance programs

What this By-law does not include



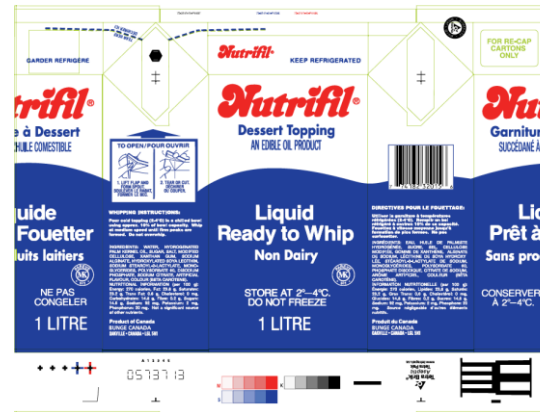
- ISBs
- Non-registered beverage containers
 - Either being illegally sold in Alberta or returned from another Province/Country
- Materials formally classified as Foreign Materials – such as cardboard

A Non-Beverage Container is
any container other than a beverage container.

Non-Beverage Containers



Beverage Containers?



bomb

BEVERAGE CONTAINER MANAGEMENT BOARD

Protecting the System



Review of By-law (Complete)

- Governance Committee (BCMB)
- Board of Directors (BCMB)
- Industry Leadership Committee (BCMB, ABDA, ABCRC)

Everyone has a part to play in protecting the Beverage Container Recycling System.
Depots are the first line of defense.

Non-Beverage Container Compliance By-law

“A Depot shall not include Non-Beverage Containers in any shipping containers that are prepared for collection by the CSA and that are tagged as containing non-refillable beverage containers.”

Compliance Framework



Compliance will be monitored in conjunction with regularly occurring audits.

Audit results will be communicated through the Quality Monitoring System (QMS).


Compliance Framework

Framework Progression

EDUCATION

PREVENTION

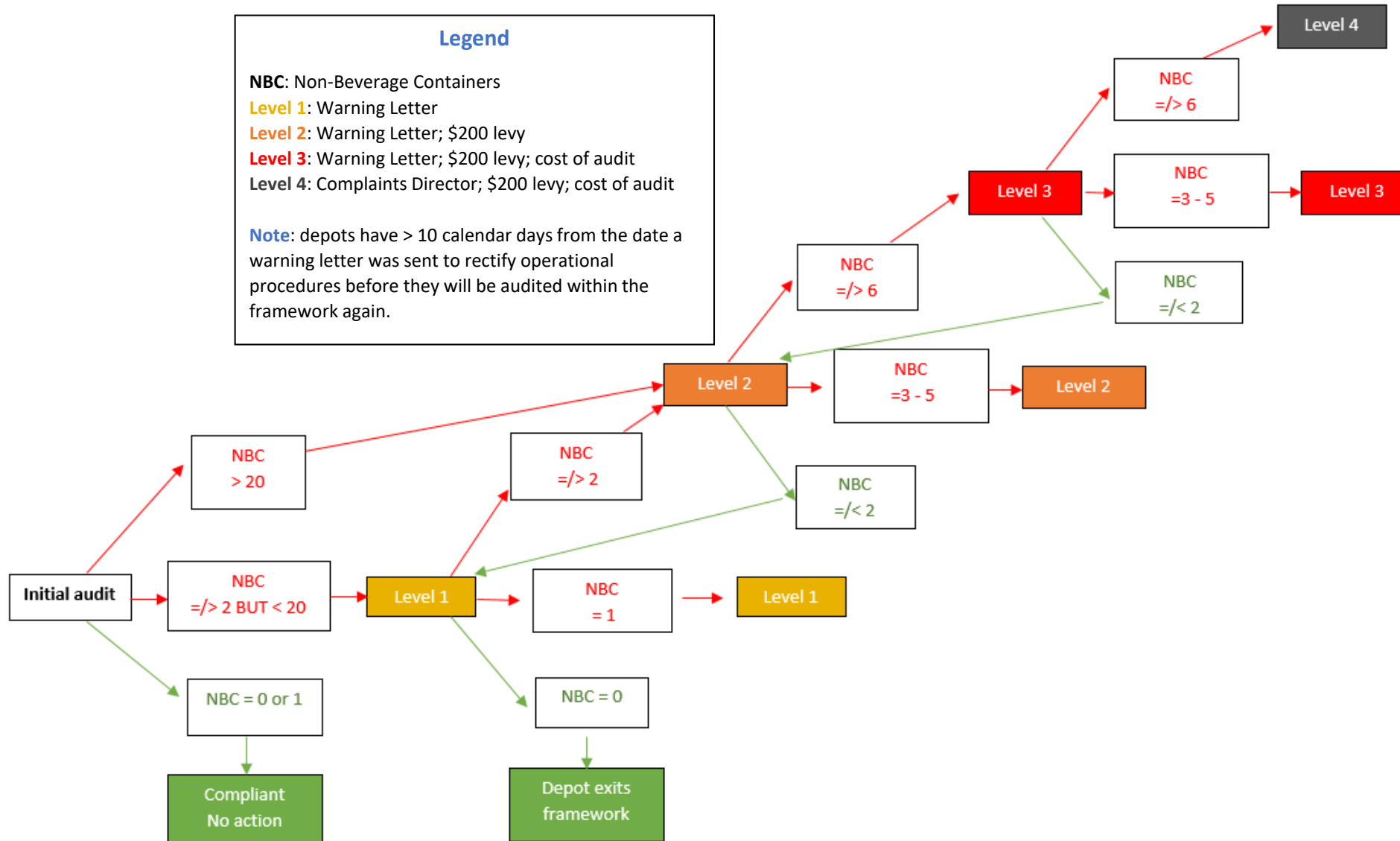
ENFORCEMENT

- 
- **Level 1:** Warning Letter
 - **Level 2:** Warning Letter; \$200 Levy
 - **Level 3:** Warning Letter; \$200 Levy; Cost of Audit
 - **Level 4:** Complaints Director; \$200 Levy; Cost of Audit

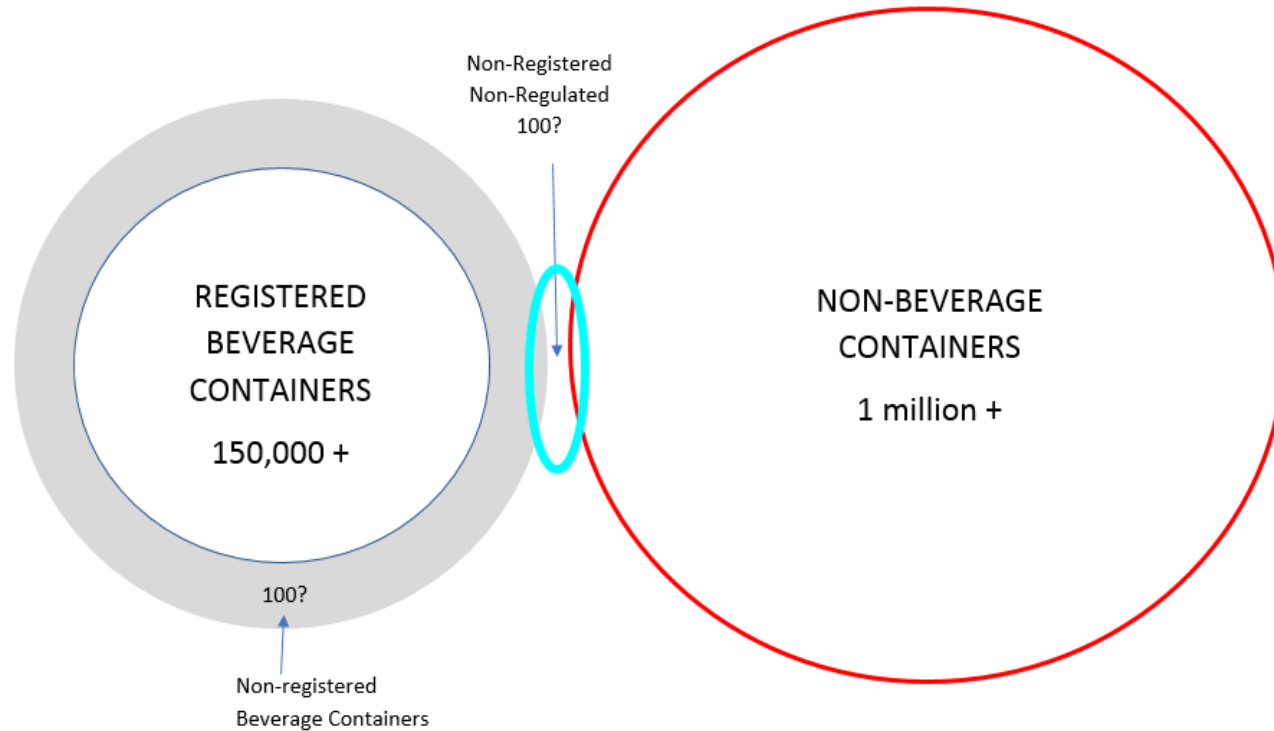


BEVERAGE CONTAINER MANAGEMENT BOARD

Compliance Framework



What this By-law does not include



- ISBs
- Non-registered beverage containers
 - Either being illegally sold in Alberta or returned from another Province/Country
- Materials formally classified as Foreign Materials – such as cardboard

A Non-Beverage Container is any container other than a beverage container.

Educational Phase

Key Dates

- **March 26, 2018:** Notice out to Depots
- **April 1 – June 30, 2018:** Educational Phase is Active
- **July 2, 2018:** Educational Phase is Complete and Framework is Active

Communication

All communications will be sent via **Industry Standard Email** and the **Quality Monitoring System (QMS)**.





New BCMB Website

BCMB Website

#100, 8616 - 51 Avenue, Edmonton, AB (780) 424-3193

Login

bcmb

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About Us

What's New

Applying for a Depot

Depot Owners/Operators

Selling a Beverage in Alberta

Contact Us

Beverage Container Management Board



BCMB Website

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Find your nearest Depot

Where is your nearest depot? What beverage containers can be returned for a refund? What are the refund amounts? Click above for answers to these and other questions about recycling your beverage containers.



Depot Notices for Owners

View important Depot Notices released by the BCMB.



Beverage Container Database

Search for any of the almost 150,000 beverage containers registered in Alberta.



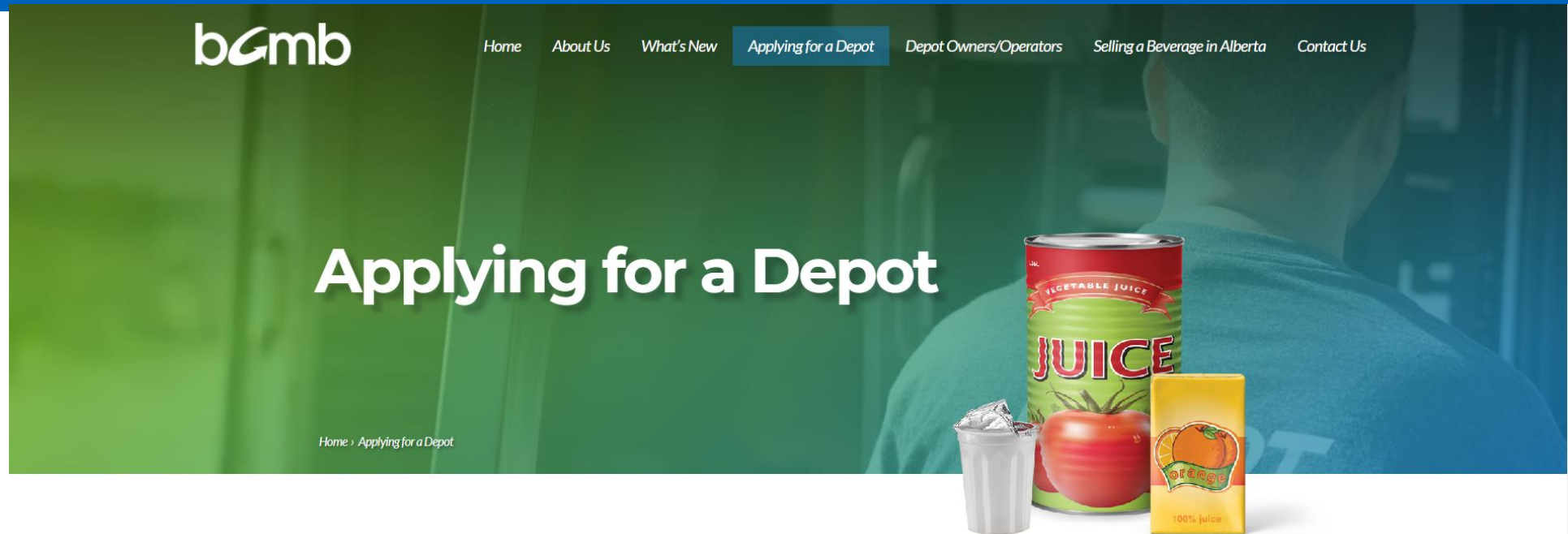
Want to purchase a Depot?

Find out how to obtain a permit to own and operate a depot in Alberta.

bcmb

BEVERAGE CONTAINER MANAGEMENT BOARD

Depot RFA Information



Sign Up for RFA Email List

[Submit Contact Info](#)

Depot Information

#100, 8616 - 51 Avenue, Edmonton, AB (780) 424-3193



bomb

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Beverage Container Management Board

[What You Need to Know](#)

[For Your Customer](#)

[Depot Logins & Resources](#)

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[Depot Permit Renewals](#)

[Depot Change of Ownership](#)

[Depot Excellence](#)

[Depot Compliance](#)

[Depot Fees and Handling Commissions](#)



Depot Login & Resources



Depot Logins

Click each blue tab to learn more about the tool and for login access to that tool.

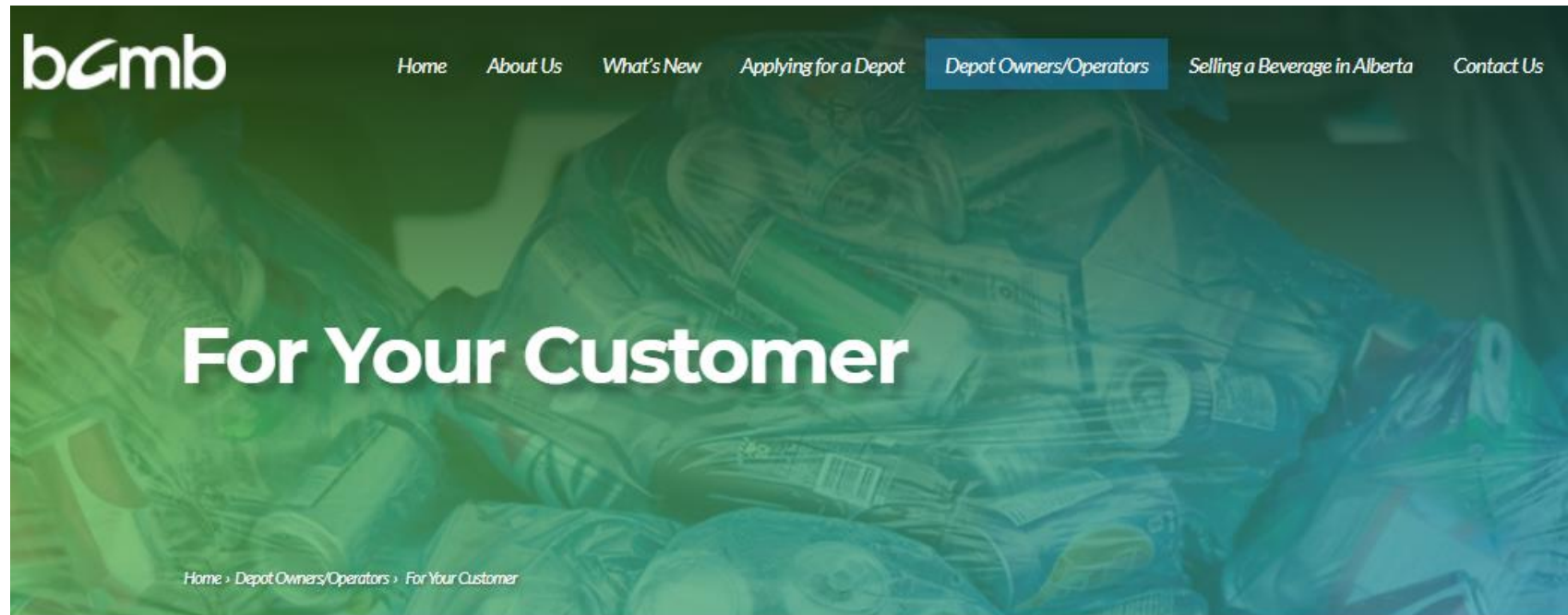


Depot Resources

Click each blue tab to learn more about the resource and for access to that resource.



For Your Customer



Without customers the system does not work

Alberta's beverage container recycling system is one of the best in the world. With a return rate of over 86%, Albertans are returning over two billion containers a year to depots! Thank you for your commitment to protecting Alberta's environment and for taking time to return your beverage containers to a depot.

Depots are regulated by the Beverage Container Management Board. In permitting depots, the BCMB provides depots with mandatory operating criteria and processes. The BCMB inspects depots annually and administers numerous compliance programs to ensure that convenient, accessible and quality service is provided to the public.

Depots have rules they must follow when accepting beverage containers from the public. Depots can accept most, but not all beverage containers. Read below to find out why.

Depot Excellence



Congratulations to some of the most successful, innovative and inspiring depots in Alberta.

Industry Excellence Award

- Ability Bottle Depot South
- Olds Bottle Depot
- Evansburg Bottle Depot

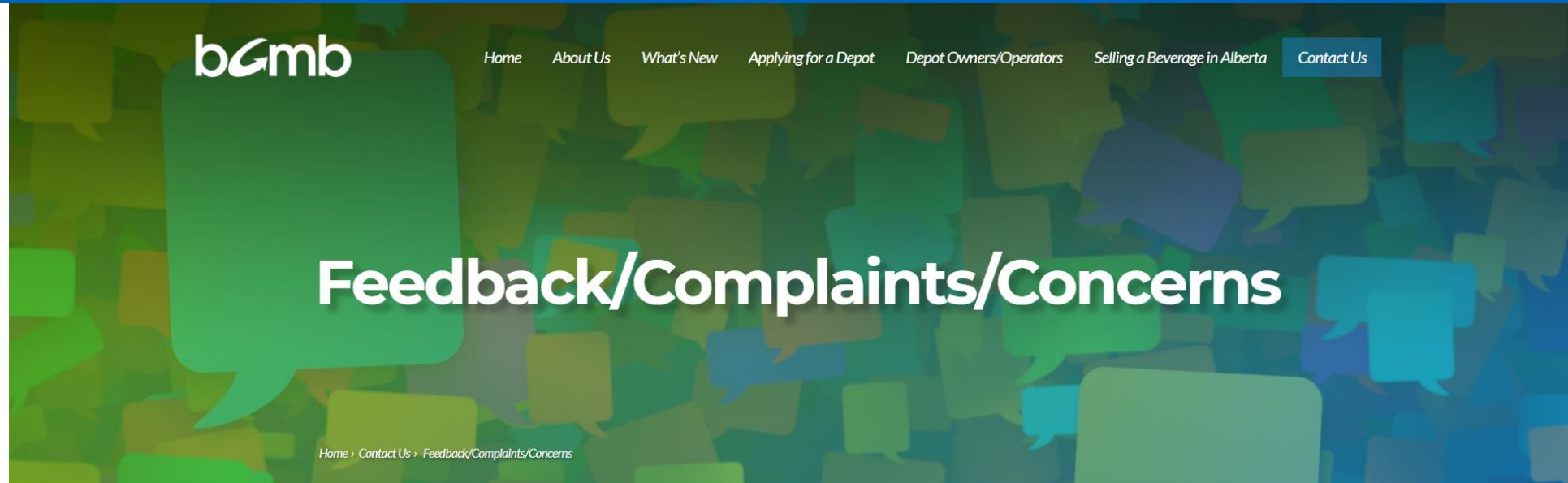
Program Excellence Award

- 2A Bottle Depot
- Beaumont Bottle Depot
- Butte Bottle Depot
- Calmar Bottle Depot
- Jossard Bottle Depot
- Langdon Bottle Depot
- Magrath Bottle Depot
- Warburg Bottle Depot
- Walden Bottle Depot
- Winterburn Bottle Depot

Trevor Nickel Service Excellence Award

- Cosmos I Bottle Depot
- Hythe Bottle Depot
- Summerside Bottle Depot
- Airdrie Bottle Depot
- Recycle Plus 2
- Ability Bottle Depot North
- Walden Bottle Depot

Feedback/Complaints/Concerns



We Want to Hear From You

The BCMB appreciates all efforts made by Albertans to provide us with feedback, discuss a complaint or concern, or report areas of wrongdoing or fraud. Please read the options below to communicate with the BCMB. All communications will be reviewed by the appropriate BCMB representative. Please provide contact information for purposes of follow-up and responses.



Quality Monitoring System (QMS)



Quality Monitoring System

bcmb.zendesk.com

Sign in to BCMB Help Centre

Email

Password

☐ Stay signed in

Sign in

Your credentials will be sent over a secure connection

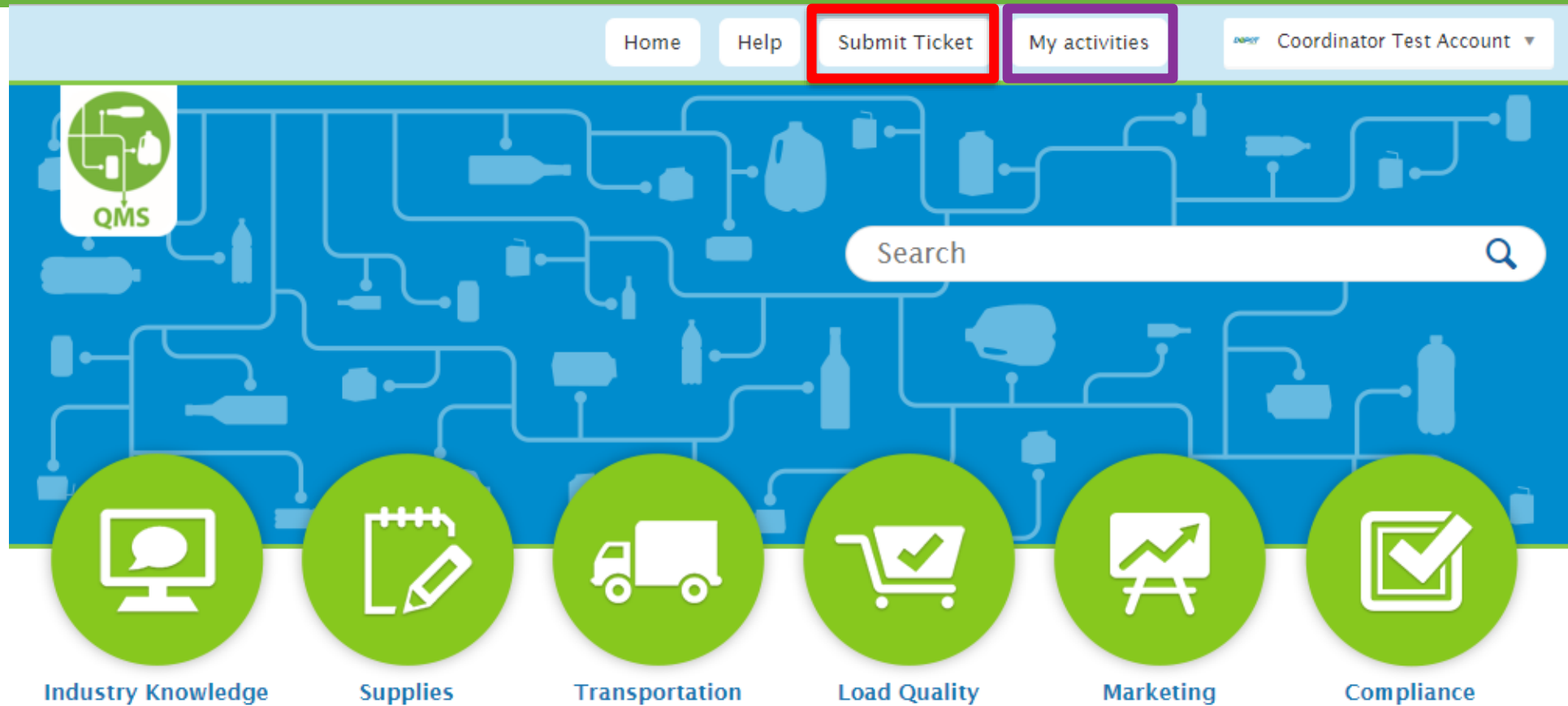
Cancel

Forgot my password

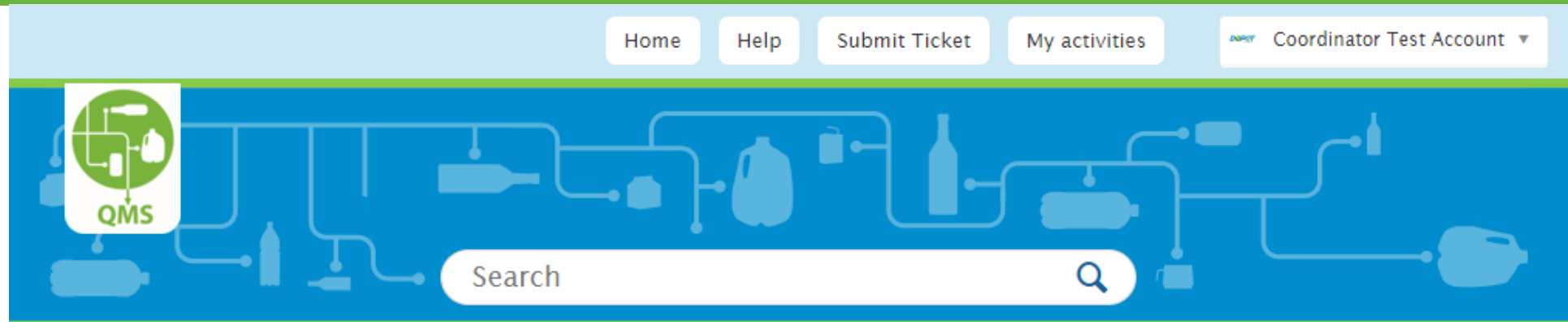
[Privacy Policy](#)



Quality Monitoring System



QMS: Mandatory Request Forms



[Help Centre](#) > [Submit a request](#)

Submit Ticket

Please choose a category

Depot Closure Request

Depot Closure Request

Laura Buchan

Investigator

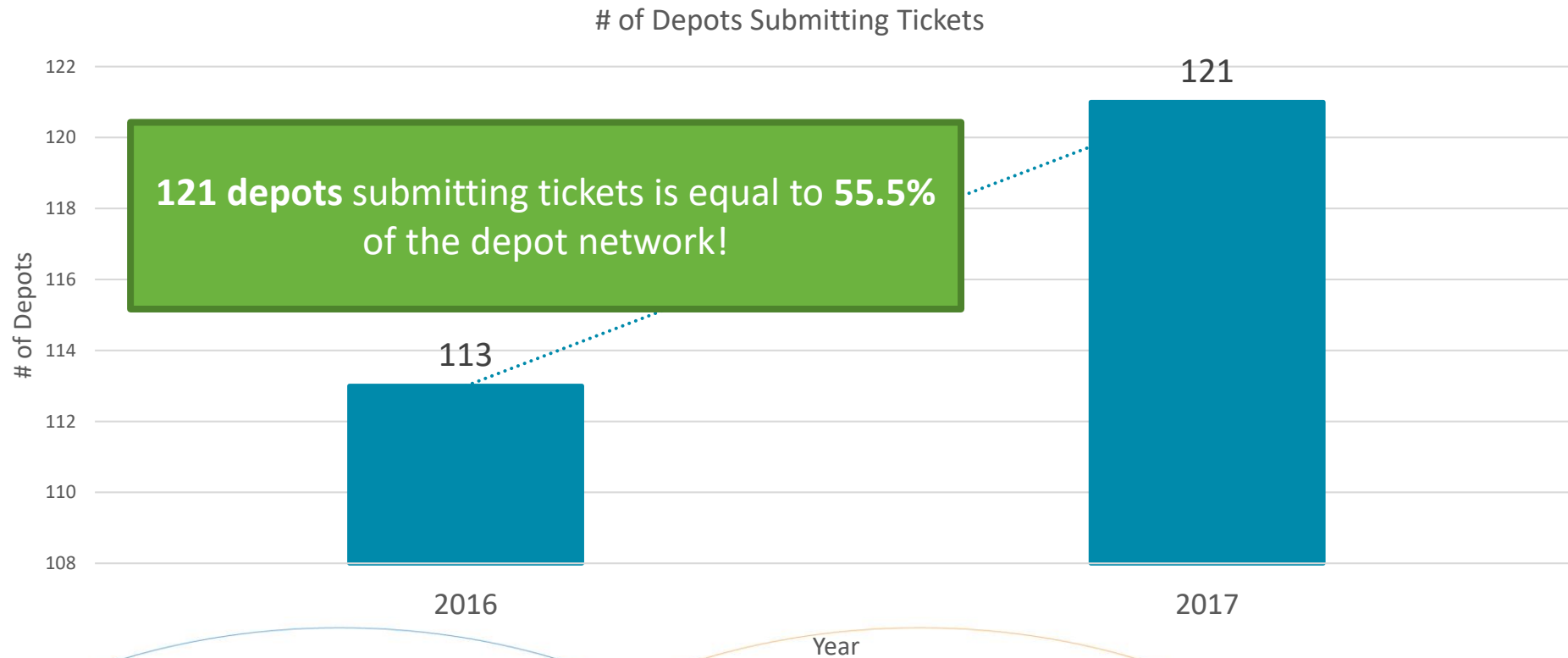
lbuchan@bcmab.ab.ca

780-424-3193 ext. 231

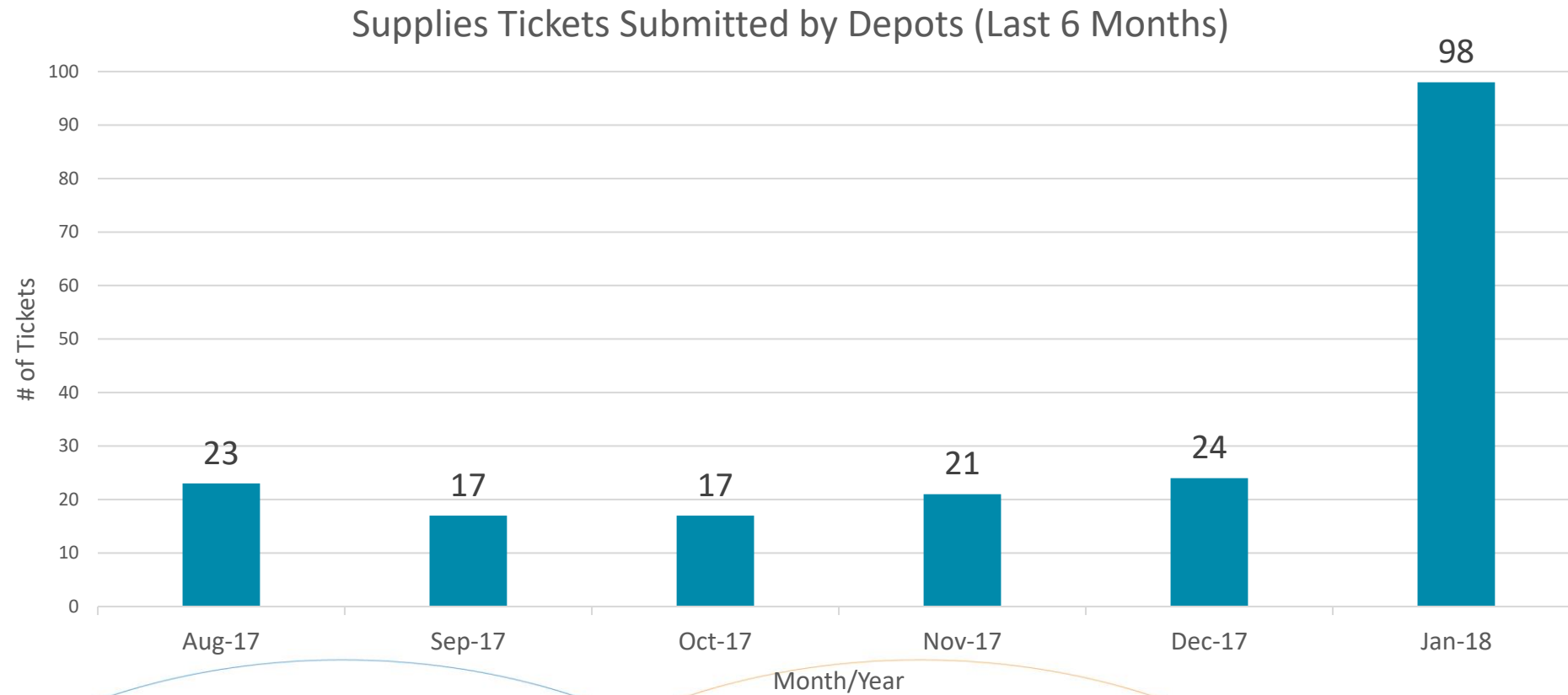
Container Validation
Request (CVR)



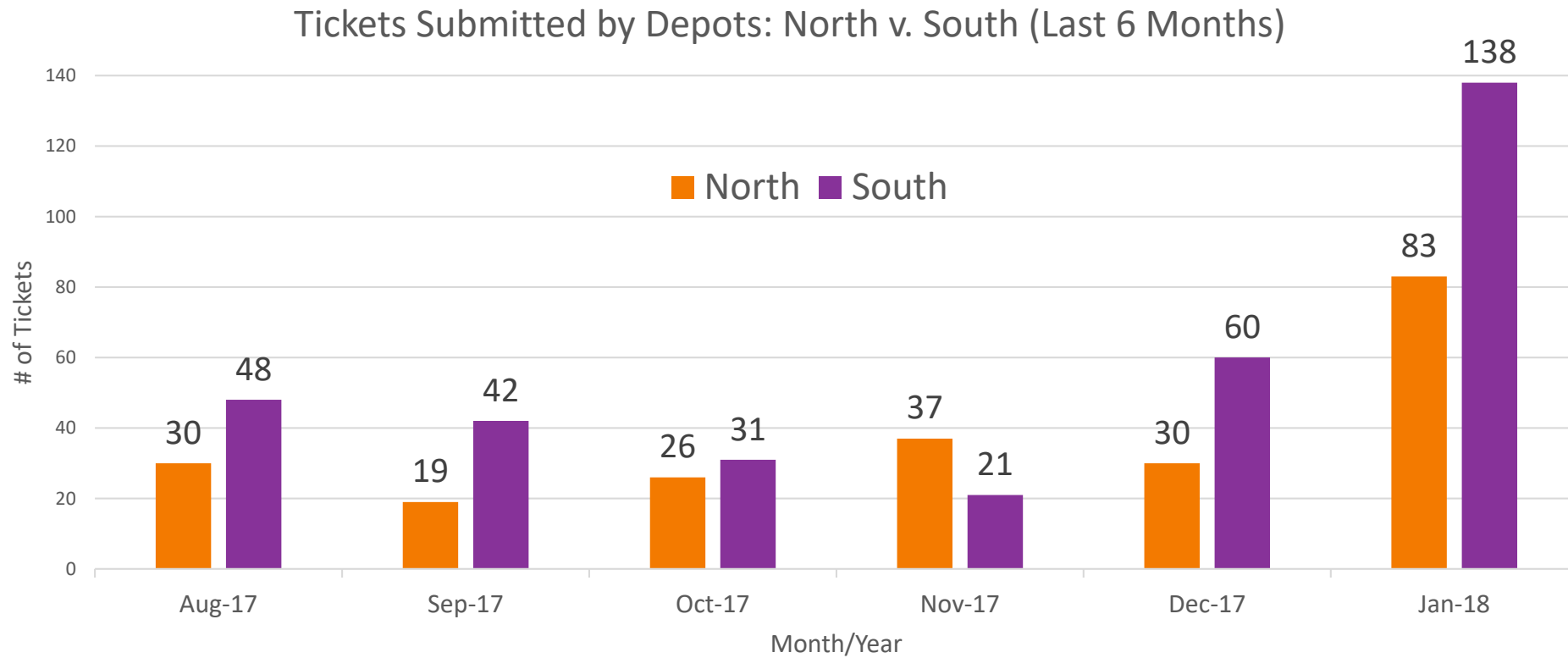
QMS Usage: Depots



QMS Usage: Depots



QMS Usage: Depots



On average, South depots submitted **33.8%** more tickets than North depots

QMS Help

- Need help logging in?
- Forgot your password?
- Need help submitting a ticket?
- Don't see an option for your request?

Contact the BCMB

Brittany Ballas

Administrative Assistant

bballas@bcmb.ab.ca

780-424-3193 ext. 230

Alyson Klatt

Programs Coordinator

aklatt@bcmb.ab.ca

780-424-3193 ext. 232

Jenn Budd

Programs Coordinator

jbudd@bcmb.ab.ca

780-424-3193 ext. 222



DEPOT SATISFACTION SURVEY

2017



BACKGROUND & METHODOLOGY

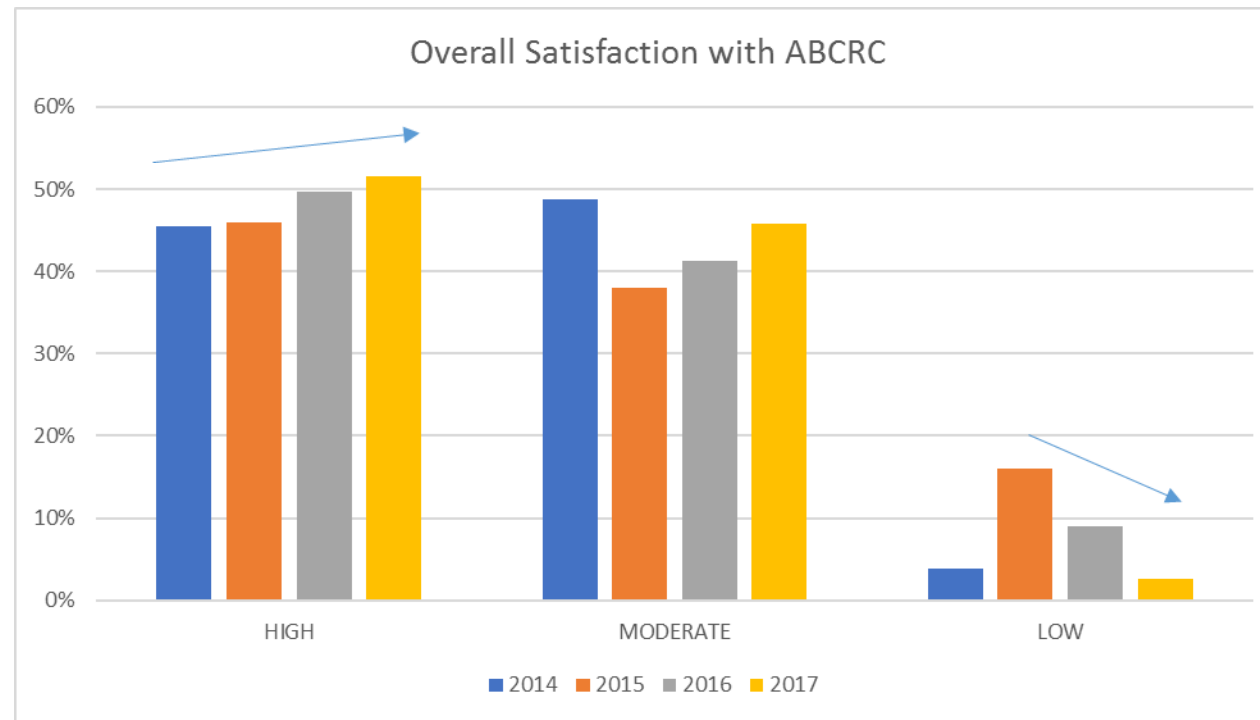
- Conducted in late 2017
- High completion rate (73%)
- 71 Questions on all aspects of industry operational interactions
- Provides Depot Feedback on:
 - Collection System Agent (ABCRC)
 - Collection Service Provider (BDL)
 - System Regulator (BCMB)
 - Depot Association (ABDA)

SURVEY TERMINOLOGY

- The 2017 Depot Satisfaction Survey utilized a rating system of one (1) to seven (7), where:
 - A rating of 6 or 7 = highly satisfied “HIGH”
 - A rating of 4 or 5 = moderately satisfied “MODERATE”
 - A rating of 1, 2 or 3 = not satisfied “LOW”

SUMMARY OF RESULTS:

ABCRC



Continued increase in overall satisfaction with ABCRC Operations

ABCRC

■ Supplies

- Mixed feedback. Significant improvements in Quality of Megabags and Quantity of Pallets with drops in Quantity of Megabags and Quality of Pallets

■ Communication

- Ability to reach staff and response times “HIGH” and have increased over time, with depot’s scoring “LOW” also decreasing.

■ Designated Carrier

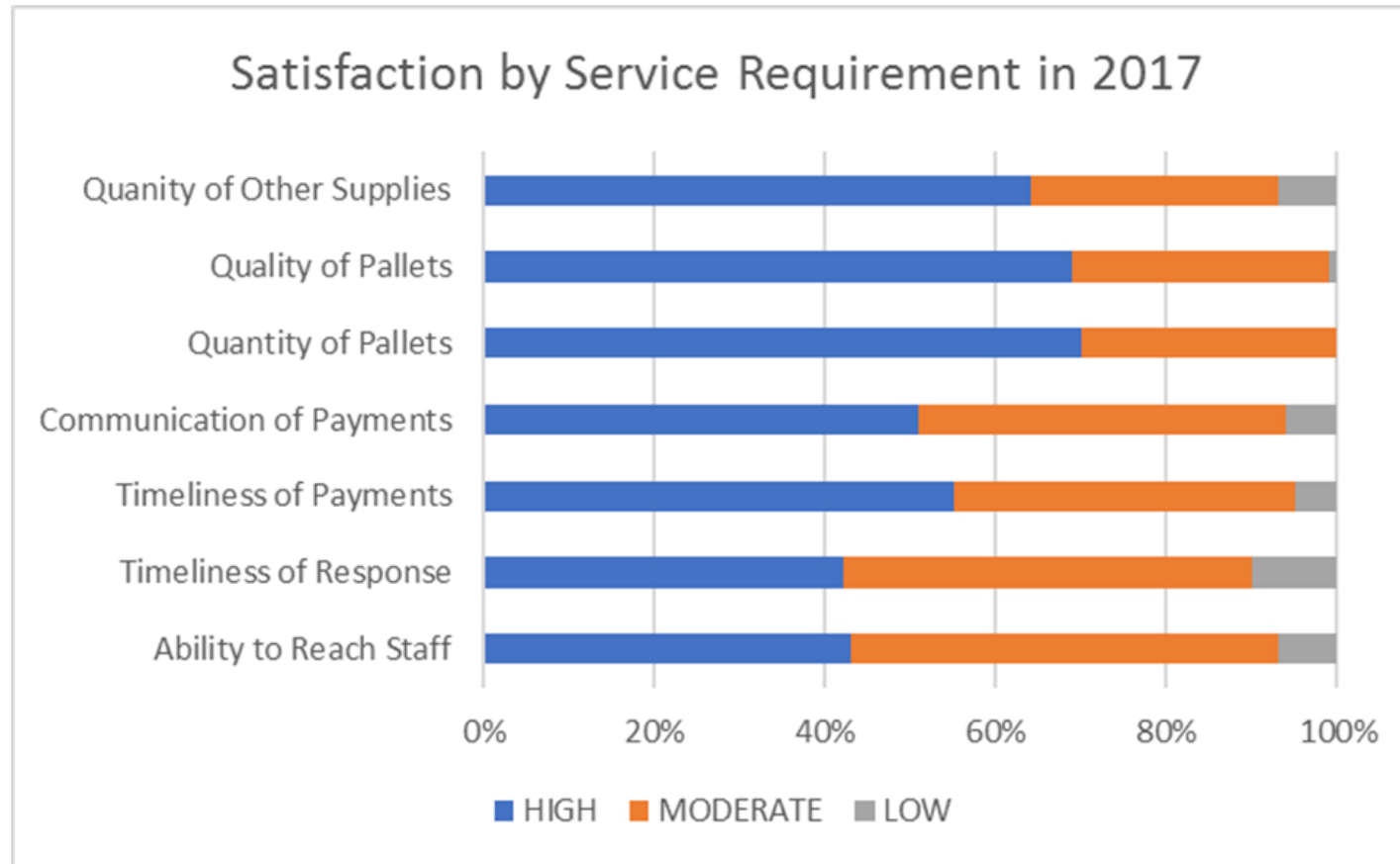
- Decreased “HIGH” satisfaction (5% drop) from 2016. “LOW” satisfaction remains <2% of network.

■ Depot Teams and Community Champions Programs

- 31% of Depots responded that they were “unaware of Depot Teams”
- 12% of Depots responded that they had used Depot Teams in 2017. Down 3% from 2016
- 45% of Depots aware of Community Champions Program. 75% of Network would like more information.

SUMMARY OF RESULTS:

BDL



BDL

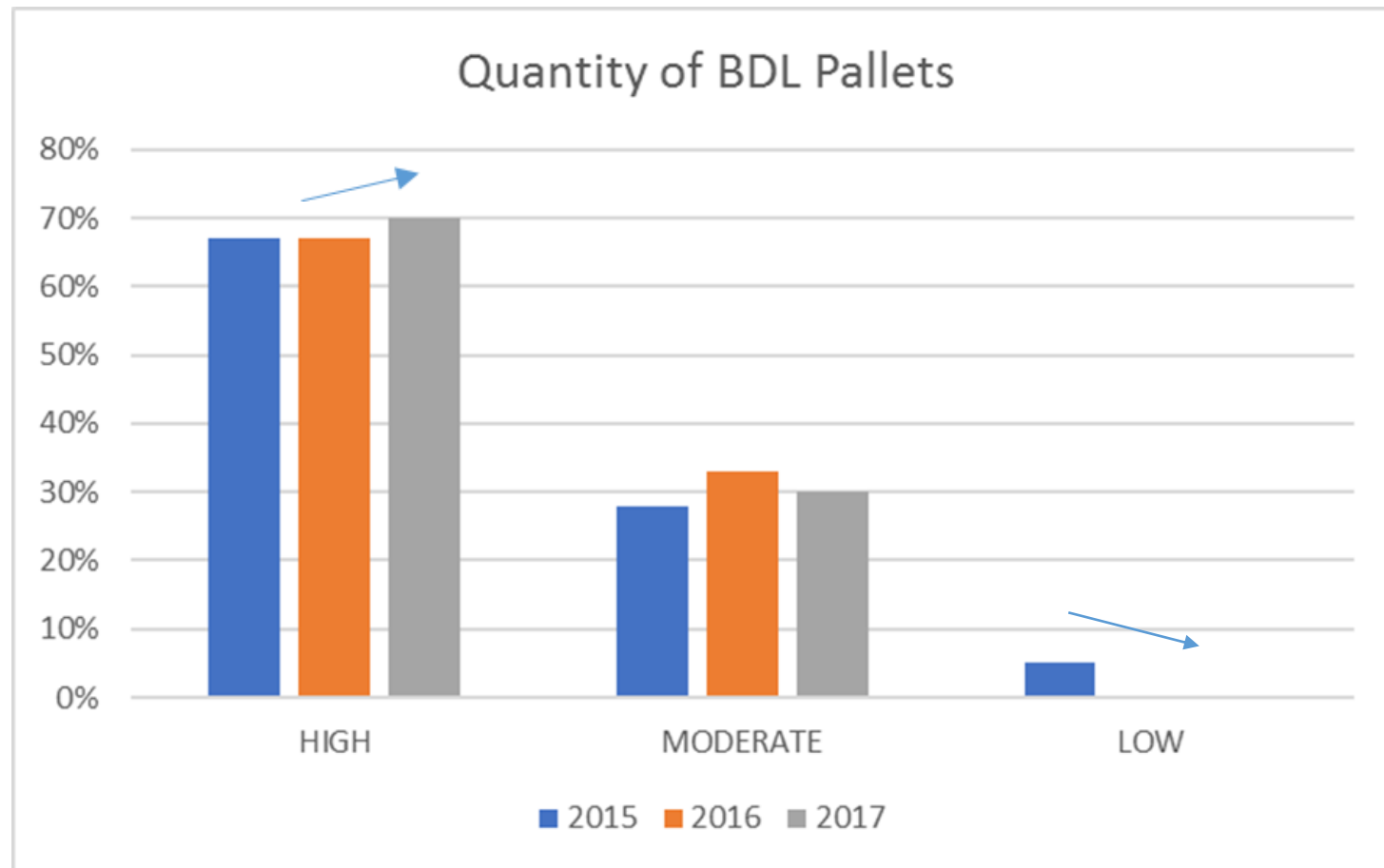
- **Communication**

- Has seen a decrease each year since 2015 from just over 50% “HIGH” to 43% “HIGH.

- **Supplies**

- Depot network continues to give very “HIGH” satisfaction ratings for BDL supplies
- Not one respondent scored BDL supplies “LOW” in satisfaction

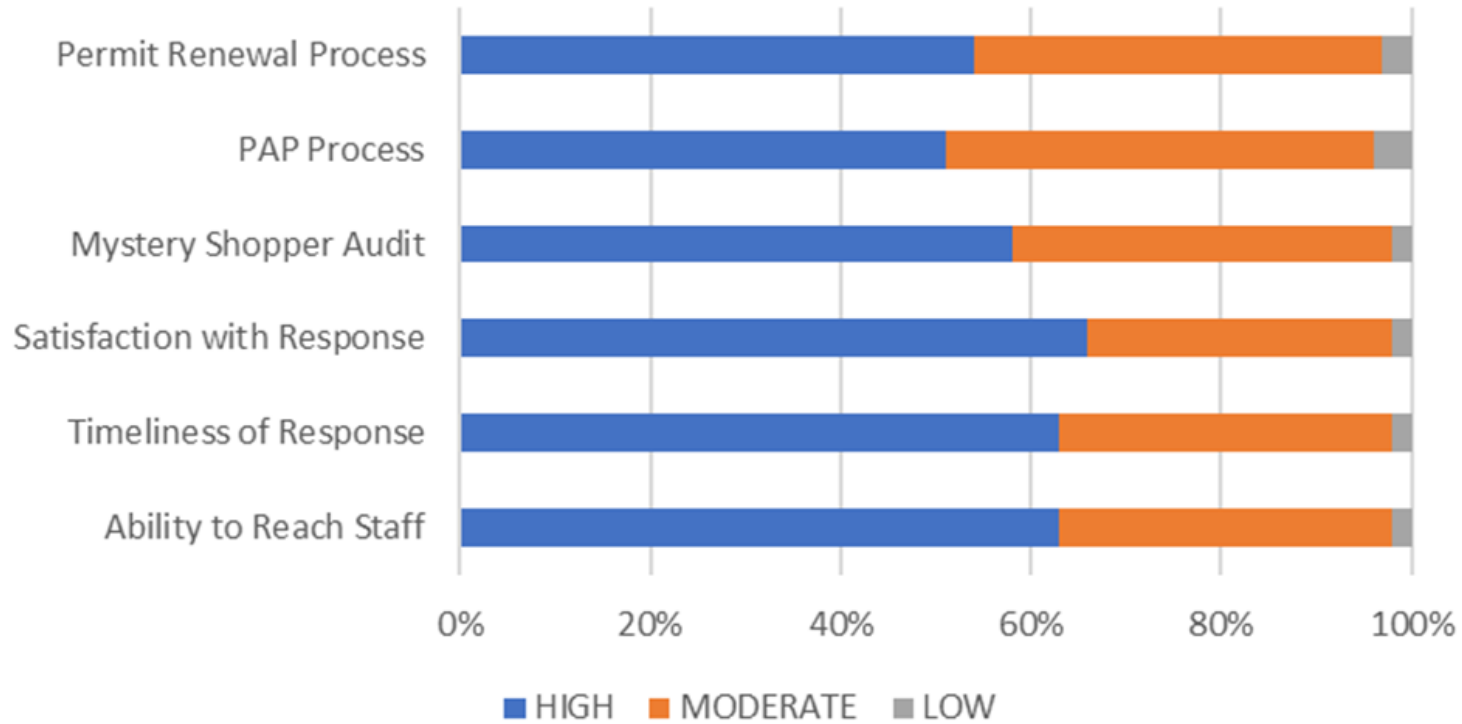
BDL



SUMMARY OF RESULTS:

BCMB

Satisfaction by Service Requirement in 2017



BCMB

■ **Communication**

- Slight decrease in Depots who are highly satisfied with communication with the BCMB.
- Less than 2% of Network scoring the BCMB as “LOW” in this area.

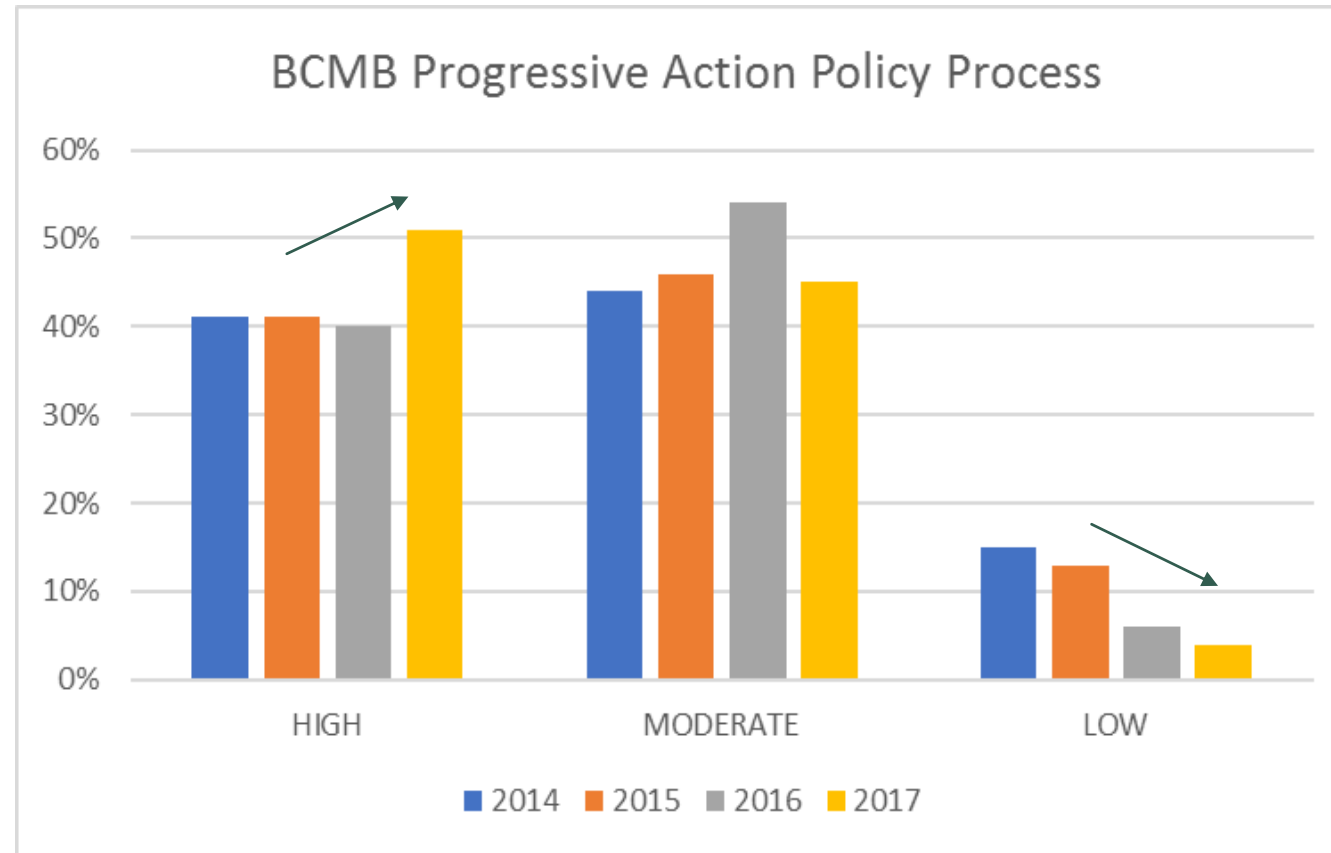
■ **Refund Compliance**

- Large increase in “HIGH” satisfaction in 2017 with a 15% improvement from last year.

■ **PAP Process**

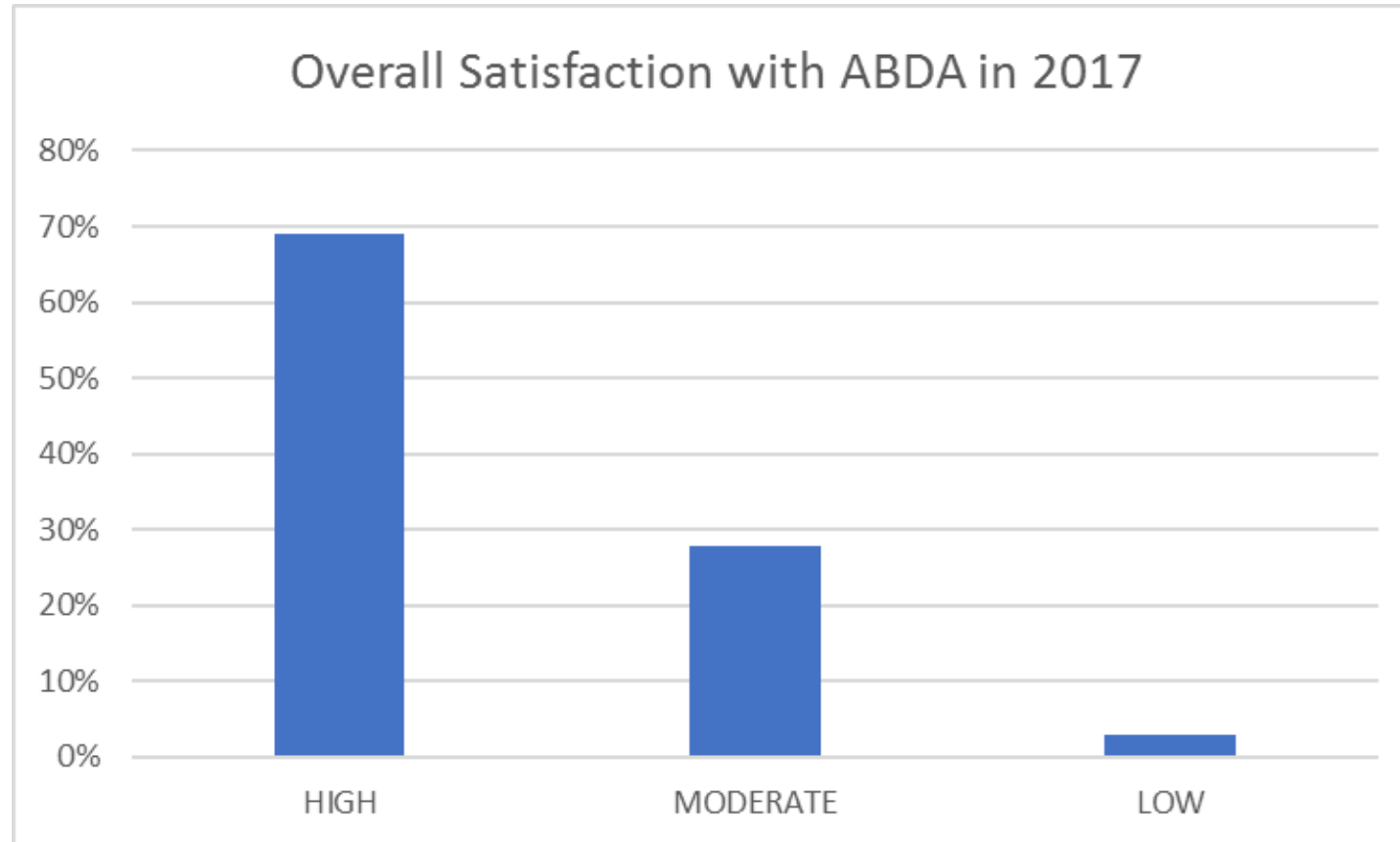
- Large increase in “HIGH” satisfaction from previous 3 years

BCMB



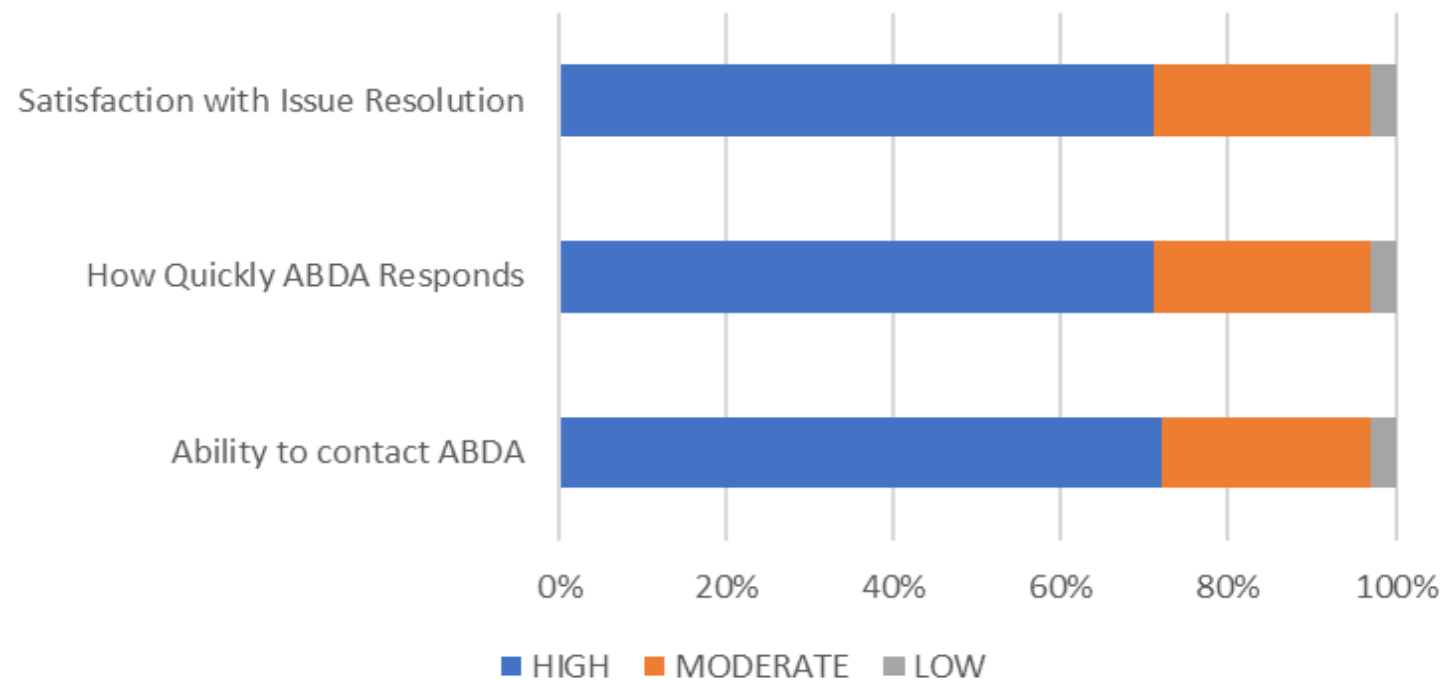
SUMMARY OF RESULTS:

ABDA



ABDA

Satisfaction by ABDA Service in 2017



ACTION PLANS

- Provided annually by all Industry Partners in response to feedback from the annual survey
- Focus on key areas of improvement for each organization.
- To be presented again at the 2018 Regional Meetings.

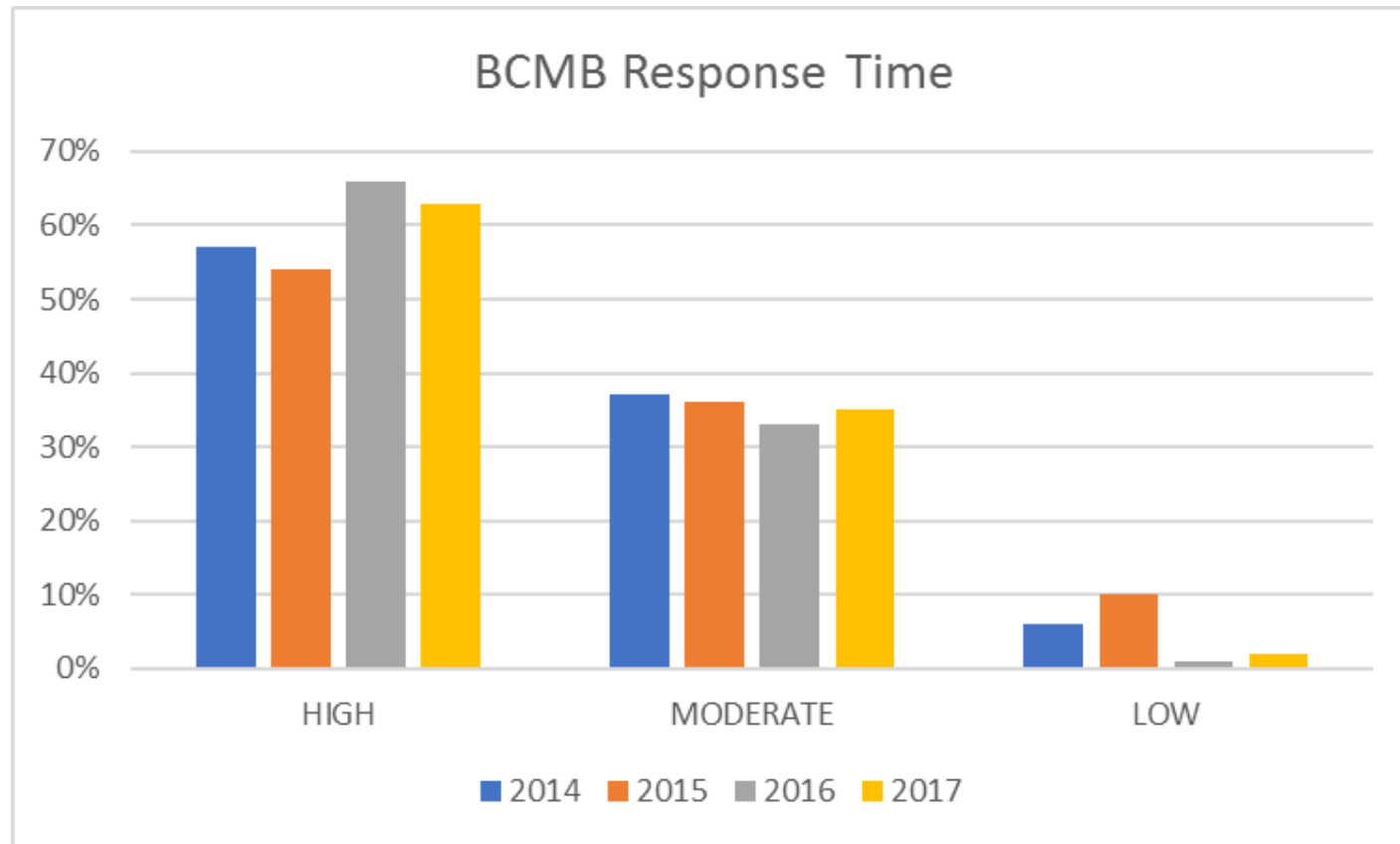
BCMB ACTION PLAN



REFUND COMPLIANCE & PAP

- ▶ **We value** accessible, quality, convenient and safe service from depots
- ▶ **We value** financial transparency
- ▶ Continue work to cover the Province with fully transparent Refund Compliance Program
- ▶ Build on improvements made in 2017. Good communication. Thorough detail.
- ▶ Continue to ensure that PAP is conducted with full transparency
- ▶ Continue to engage the CSA in reviewing QC on a monthly basis

BCMB – RESPONSE TIME



COMMUNICATION

- Small decrease in satisfaction in 2017
- Will continue with the plan from last year and improve on the following
 - Review Standard Operating Procedure for proper timelines
 - Review how the BCMB logs messages
 - Develop metrics to show performance to a 24 hour response time during working day (Mon-Fri)
 - Daniel White and Brent Campbell to respond to phone calls/ emails during weekends

CONTACT INFO

Regular Business Hours Contact

- BCMB general line: 780-424-3193 Ext. 221
- When contacting the BCMB office please speak with the receptionist and ask for a specific department. You will be directed accordingly.

Outside of Business Hours:

- Daniel White: 587-983-0573
- Brent Campbell: 403-200-2329

QUESTIONS?

MEMBER SATISFACTION - ABDA ACTION PLAN



OVERALL SATISFACTION WITH ABDA IN 2017

- Two Recent Depot Satisfaction Surveys;
 - BCMB's Depot Satisfaction Survey in November 2017
 - ABDA's Members' Satisfaction Survey in December/January 2018
- Results for Both Surveys Show Similar Results for Depot Satisfaction with ABDA;
 - BCMB's Survey Shows that **69%** of Depots **are Highly Satisfied** with ABDA Services;
 - ABDA's Members' Survey Shows that **70%** of Members are **Either Satisfied or Very Satisfied** with the ABDA;
- Focus on ABDA Members' Satisfaction Survey and How The Results Are Going To Be Used;

PARTICIPATION IN ABDA MEMBERS' SURVEY – THANK YOU

- Participation Rate of **88%** was outstanding with **192** Depots Sharing Their Views and Opinions;
- Members Survey was Long and Comprehensive;
 - Wide-Variety of Matters Important to Depot Owners & Operators
 - Captured Depot Opinions, Concerns, Ideas & Priorities

WHAT HAPPENS NEXT



HIGH LEVEL FINDINGS FROM MEMBERS SURVEY

- **70%** of Members are Either Satisfied or Very Satisfied with the Services Provided by the ABDA;
 - **Top Drivers of Member Satisfaction**
 - Customer Service
 - Responsiveness
 - Helpfulness
 - Matters that **Produced Levels of Dissatisfaction** Among Members
 - Communication-related Issues
 - Depot views not heard - More Information from ABDA
 - Software-related Issues
 - Concerns with Solum & rePOR - Concerns with Software Support

HIGH LEVEL FINDINGS FROM MEMBERS SURVEY - CONTINUED

- **Top Concerns & Priorities Identified by Members;**
 - **Handling Commissions and Increasing Costs of Doing Business;**
 - **Issues with the Service Agreements;**
 - **Investigation of New Sources of Revenue; and**
 - **Small Depot Viability.**

MEMBERS SURVEY – ABDA'S STRENGTHS



ABCRC ACTION PLAN

2018



LIST OF 2018 ACTION PLAN ITEMS

1. Improve quality and accuracy of supplies and shipping containers
2. Provide more information on community programs

IMPROVE SHIPPING CONTAINER QUALITY AND ACCURACY

- Improve accuracy and accountability of mega bag inventories
- Increase accountability for pallets
- QMS tickets used to report any issues

PROVIDE MORE INFORMATION ON COMMUNITY PROGRAMS

- Visit www.albertadepot.ca > Programs
- Provide regular updates on the Depot Portal regarding the programs
- Reach out to Depots to book Depot Event team

BREWERS DISTRIBUTORS LTD.

SURVEY RESULTS AND ACTION PLAN



CONTACT INFO

- Northern Alberta – BDL Edmonton Warehouse (780) 732-6537
- Southern Alberta – BDL Calgary Warehouse (403) 531-1085 / (403) 531-1063
- Supplies Ordering - Order Desk (800) 661-2337
- Payment Info – BDL Accounts Payable – BDLAP@thebeerstore.ca
- Concerns – Advisor Empty Containers – (604) 340-1508 / JACE.HUNTER@BDL.CA

KNOCKDOWN BOTTLE TRAYS



KNOCKDOWN BOTTLE TRAYS

