



**BEVERAGE CONTAINER
MANAGEMENT BOARD**

BCMB Recognizes Alberta Depots for Program Excellence

The BCMB was pleased to join its industry partners in recognizing excellence in beverage container recycling at the 2023 Annual Industry Conference hosted by the [Alberta Bottle Depot Association](#) in Edmonton.

Board Chair, Andrew Stephens, and President, Blaire Gaalaas had the honour of presenting a number of awards for program excellence on behalf of the BCMB.

“Given our oversight role as the regulator for the beverage container recycling system, the BCMB is proud of the excellence and innovation shown by depots in Alberta and their clear commitment to adhering to the standards that make our industry one of the most successful and well regarded of its kind,” said Stephens. “The Board of Directors congratulates all winners and nominees and the efforts of all depots across our province to strive for program excellence.”

“The 10 depots that received Program Excellence Awards have excelled in being innovative and are clearly dedicated to operational excellence and supporting their communities,” added Gaalaas. “They are deserving of this recognition thanks to their hard work in not just operating their depots but also helping advance the beverage container recycling industry and circular economy efforts.

[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.

For more information, contact:

Mark Emsden
Director of Compliance
memsden@bcmb.ab.ca

2023 BCMB Program Excellence Awards

2023 Lifetime Achievement Award

This award is presented to a depot that has shown continued commitment to the Alberta beverage container recycling industry over a long period.

Criteria

- In operation in the current community for 10+ years.
- Has had the same permit holder (or in the same family) during that time.
- Has been in good standing during that time (no hearings or serious investigations).

In recognition of over 36 years of unwavering dedication, innovation, and community service, this year BCMB is recognizing the [St. Albert Bottle Refund Centre](#).

The St. Albert Bottle Refund Centre has been in operation since 1987 under the leadership of Ahmed (Albert) Yassin. With a steadfast commitment to environmental sustainability, technological advancement, and their community, they have set a benchmark for other depots.

The St. Albert Bottle Refund Centre has not only been an adopter of new technology but has consistently operated with the highest standards of service to the public, ensuring a seamless and efficient recycling experience for all customers. Their continuous pursuit of excellence has not only elevated the industry but has also driven positive change within the community.

Additionally, their participation in the Depot Exit Interview program over numerous years is indicative of their willingness to advance the industry and improve recycling practices.

Compliance Framework Excellence

This award is presented to two depots that the BCMB feels have shown operational excellence in all of the compliance frameworks over the preceding 12 months, indicating a high degree of attention to detail, staff training and dedication. The BCMB recognizes that there are several depots that have performed equally well in this area and should be very proud of their achievements.

Criteria

Must not have been higher than level 1 (education level) in the past 12 month in any of the following Compliance frameworks:

- Uniform Code of Accounts (UCA) Compliance framework
- Refund Compliance framework
- Quality Control (QC) Compliance framework performance
- Operational Compliance framework, and
- Must not referred to Compliance review for any reason.

This year's recipients of the Compliance Framework Excellence award are the [2A Bottle Depot](#) and [Magrath Bottle Depot](#).

It is not easy to consistently maintain high standards in all aspects of BCMB by-laws and both depots have done so. Their performance is indicative of their dedication and hard work. They have sufficient staffing, properly trained staff, and handle a variety of customers daily while also maintaining industry standards.

2A Bottle Depot has demonstrated exceptional proficiency across all compliance frameworks, achieving compliance in quality control, refund compliance, Uniform Code of Accounts, and operational compliance. Their dedication to excellence is evident in their ability to consistently meet and exceed industry standards.

Magrath Bottle Depot has shown excellent precision in their operations, with an average variance of only minus -0.34% in quality control and perfect performance in refund compliance, Uniform Code of Accounts, and operational compliance. Their consistent and excellent execution of compliance requirements is commendable.

Industry Engagement

This award is presented to two depots that have shown a willingness to participate in committees, projects, and pilots and to assist the BCMB with unique requests as they are made.

Criteria

- Participation must have been more than just a basic level (i.e., providing feedback).
- Must have been in the last 24 months.
- Must not be mandatory participation (i.e., as a Board member).
- Must have completed the task.

This year's recipients of the Industry Engagement Award are the [Manning Bottle Depot](#) and the [Bowridge Bottle Depot](#).

The Manning Bottle Depot in Edmonton has demonstrated a continued commitment to advancing innovation and technology in beverage container recycling, making them exemplary industry leaders. They are dedicated to creating an accessible, convenient, and positive experience for the communities they serve. They participate in the BCMB's depot exit interviews which help gauge public satisfaction levels with the depot experience and they provide organized educational tours for new BCMB employees, underscoring their commitment to industry growth.

The Manning Bottle Depot has also provided their expertise and insight to other depots on counting and shorting equipment. They are committed to contributing to the development of a knowledgeable and skilled workforce, further strengthening the industry as a whole.

The Bowridge Bottle Depot in Calgary has an unwavering commitment to innovation, sustainability, and community engagement, setting a remarkable example for the entire industry. Their facility is equipped with cutting-edge technology and a forward-thinking approach. Their enthusiasm for collaboration was evident when they joined the BCMB's Depot Siting Review Committee workshop.

Bowridge Bottle Depot also willingly hosted a delegation of policymakers from California last summer to give them insight into Alberta's deposit-refund system and how Alberta's beverage container recycling industry works.

Industry Advancement and Innovation

This award is presented to the two depots that the BCMB feels have shown an extra willingness to find ways to create advancement and introduce innovation to the industry through modern thinking and being in touch with the needs of modern Albertans, responding to their needs as they change.

Criteria

- Must be in the last 24 months
- Must be compliant with BCMB regulation, by-law and policies
- Should be something that was not a forced change (e.g., Point of Return system)

This year's recipients of the Industry Advancement and Innovation Award are the [Castor Bottle Depot](#) and the [Blackfalds Bottle Depot](#).

Castor Bottle Depot opened its doors to the community of Castor in January of 2023. Sandy and Gary Walters worked tirelessly to ensure that Castor was serviced in a timely manner. As owners of Consort Bottle Depot as well, they provided the benefit of pick-ups to the residents of Castor while their depot application was being reviewed, promptly filling any gaps in service. Their commitment to serving the community and addressing service gaps is not only commendable but also environmentally responsible. Their efforts contribute to both customer satisfaction and a more sustainable future. Innovation and dedication like this are essential for the advancement of the industry and the well being of the communities.

Blackfalds Bottle Depot is being recognized for efforts to modernize their depot and improve the overall customer experience. Part of the Cosmo group of depots, this depot operates on a not-for-profit basis. Blackfalds Bottle Depot has recently installed automation that shows their commitment to improving the customer experience, reducing waiting times, and supporting the local community. The depot also assists its local community by offering offsite collections to the local schools and businesses.

BCMB Team Recognition Award

This is awarded to one depot in each classification (metro, urban, rural) that, in the opinion of the BCMB team, has worked collaboratively with the BCMB in all functions, has created a welcoming and respectful environment for BCMB Inspectors to conduct their compliance work, and has demonstrated excellent customer satisfaction.

Criteria

- No customer complaints in the past 12 months.
- Has consistently communicated in a positive and respectful manner with all industry partners, including through the Quality Monitoring System and industry email.
- Where required, must have worked collaboratively with BCMB to resolve deficiencies or issues as they arise.

- Must have maintained their depot to a high standard as observed by Compliance Officers during operational compliance inspections.

This year's recipients of the BCMB Team Recognition Award are as follows:

a. Metro

Vecova Bottle Depot is a not-for-profit organization dedicated to hiring physically and mentally impaired staff, maintaining high standards, and complying with the BCMB frameworks while minimizing complaints in a busy location. It is recognized that Vecova Bottle Depot experiences unique challenges based on their business approach, but they are making a positive impact on their local community through their efficient and effective operation.

b. Urban

Okotoks Bottle Depot is a prime example of a welcoming depot for customers, employees, and BCMB Compliance Officers. The depot has remained compliant with BCMB frameworks and by-law requirements for the past several years and has never been the subject of a customer complaint. During visits conducted by BCMB staff, the depot owner has been very welcoming and clearly takes great pride in his depot as well as his employees. They have excelled in providing exceptional service and community support. Their commitment to high standards, automation, pick-up services, and community engagement makes them a valuable asset to the community they serve. In addition to providing seamless recycling access to their community, Okotoks Bottle Depot supports the community directly by facilitating bottle drives and donations to local causes such as youth sports and the local library.

c. Rural

Boyle Bottle Depot has consistently been a welcoming and cooperative depot. It is located behind a shop in the small community of Boyle but it is easy to spot with large signage and directions to the entrance. The small depot is always in perfect order, with friendly staff who are quick to greet and chat with BCMB upon their visits. They show great pride in their space and their work, which is evident in their successful compliance history. Any issues are quick to be resolved and are clearly remembered as a lesson, as there have not been recurring issues. This depot's positive atmosphere has gained the public's satisfaction as well as the BCMB's.





