

Journal

3,600,000,000

ENCORP
ATLANTIC INC

SINCE 1992, ENCORP ATLANTIC HAS RECYCLED OVER 3.6 BILLION CONTAINERS IN NEW BRUNSWICK!

WINTER 2018

ACCURACY

As of December 31st, 2017, quality control with RCs has resulted in an overall accuracy rate of 0.25%.

There are currently 9 RCs in the accelerated mode. Our sampling model for quality control also includes assessments of out-of-province containers and volume fluctuations (comparative analyses) to detect irregularities.

The return rate as of December 31st (rolling-12 month period) was 69%.

0.25%

1	ALUMINUM CANS	1751
2	GLASS - CLEAR	841
3	PET - HDPE	927
4	GLASS - COLOURED	867
5	GABLE TOP / TETRA	1025
6	OTHER PLASTICS	817
7	MINI SIPS / POUCHES	677
8	STEEL CANS	620
AVERAGE UNITS PER BAG		

CONFIDENTIALITY

We ask that information shared between drivers (G.M. Rioux) and RC staff be kept to a strict minimum and totally confidential. We have received reports in recent months that prompted us to issue this advisory in the hope that further misinformation be stopped. We value the integrity of our system where accuracy, honesty and cooperation are the priority.

BOTTOMS-UP!

This time a year we all need to be vigilant with making sure that all customer containers get emptied. Liquid from containers create havoc on the redemption centre floors and collection trucks. Make sure that all workspaces remain clean and dry. (Special attention should be paid by centres that receive large amounts of containers from school programs). Slippery floors make for dangerous working conditions for all. Please remind your customers of the importance of emptying their containers!



RE-CENTRE MOVING TO NEXT PHASE



The transition with Valley Redemption Centre for the Re-Centre pilot project has gone-off without any glitches. As of October 2017, Valley Redemption Centre collects from the two existing Re-Centre depots (pilot project) in the Moncton area and processes the collected containers at their redemption centre location on Collishaw Street in Moncton. One Re-Centre depot unit was physically moved from Killam Drive to Valley's Collishaw location on October 17. Valley personnel have not encountered any insurmountable issues with regards to the extra volume generated by the unmanned drop-off depots or the data management (Re-Centre participants) required in this process. We are closely monitoring the processing schedules and customer satisfaction comments with current Re-Centre members.

REGIONAL MEETING-RECEPTION

October 30th, 2017 marked the end of a consultation process that included 10 meetings/receptions across New Brunswick with redemption centre (RC) owners, staff and research project participants. In all, 221 participants attended these meetings, which also included Department of Environment and Local Government officials. Many excellent comments emerged from these gatherings. From an Encorp perspective, the value from this exercise proved very positive and constructive.



MANY MOVING PARTS TO THE PROGRAM

Encorp's most serious headache over the late fall period has been the timely tracking of bulk bags (Sort #3) in the compaction trucks (Nexgen). At times, Encorp was receiving the information (collection data) from the compaction trucks with a few days delay. This caused a domino effect that resulted in payments to RCs being delayed for a few days. Only certain RCs were witnessing delays in their payments. These minor glitches created havoc for both the affected RCs and Encorp staff alike. This problem has now been corrected with the compaction trucks being equipped with on-board Wi-Fi connections. We would like to thank RCs who initially flagged the issue and waited patiently while we worked with our service provider on finding a solution to this issue.

ALMOST PAPER-LESS

As part of our ongoing commitment to the environment, we are in the process of phasing out all our printed (paper) communications in favor of electronic (email) communications. As of January 2018, communications from our office, including payment and quality control adjustment notifications, will only be sent electronically.

If you are not already receiving your payment notifications by email from Encorp, your RC must confirm a valid email address with our office.

Contact Pauline Nowlan by phone at 506-389-7320 or by email at pauline.nowlan@encorpatl.ca.

2018 CALENDARS

Again this year Encorp is pleased to offer a limited edition desktop calendar. This edition presents photographs from across New Brunswick. Photographs were submitted by participants of our research projects after we posted a requests on social media asking for submissions for photos depicting our "picture province". Additional copies are available to redemption centres by contacting our office.



For information or to report any incident, please contact:

- **Environment & Local Government - 506-453-7945** - For product registration, sorting questions and general inquiries
- **Rioux Transport - 1-877-999-1764** - For scheduling, bulk bags and pallets
- **Encorp - 1-877-389-7320** - For payment inquiries and incident reports

TO CONTACT US:

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