

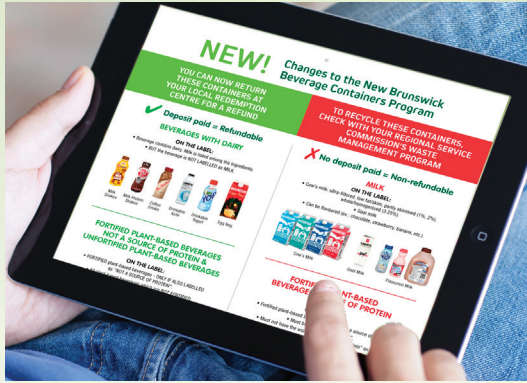
Journal



SINCE 1992, ENCORP ATLANTIC HAS RECYCLED OVER 4 BILLION CONTAINERS IN NEW BRUNSWICK!

FALL 2020

BEVERAGE CONTAINERS PART OF THE BCP—TOOLS FOR RC STAFF



We encourage RCs to visit the "Containers List" page of our website (encorpatl.ca – under the "RC Operators" menu) for a variety of reference tools related to beverages included/excluded in the Beverage Containers Program (BCP), such as our handy poster related to the new products which are deposit-bearing since April 1, 2020 (beverages with dairy, certain plant-based beverages, and certain sports-type drinks). We understand that it can take some time to get use to the changes. We have thus started providing helpful clarifications regarding products for which there are often inquiries. Educational notices are issued monthly. We also plan to develop online training modules about deposit-bearing beverage products (with handy videos, product images and quizzes), which operators will be able to use to train new employees or give a refresher course to current staff. Stay tuned for the official launch!

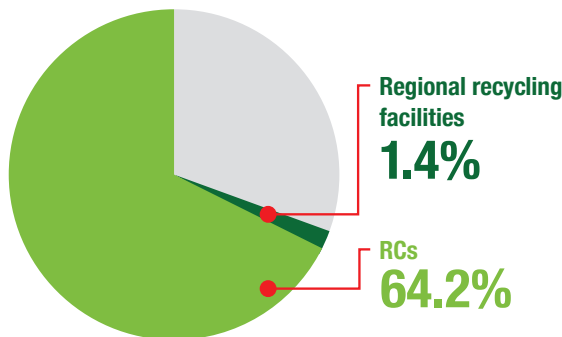
YEARLY VISITS

Although it was a bit more difficult this year to achieve with the current COVID-19 pandemic, Encorp's General Manager Pierre Landry was able to accomplish an annual tour of redemption centres (RCs), with visits taking place this past summer and some this fall. Pierre would like to thank all RC operators for their warm hospitality. Being able to meet you and your staff and to see how your facility is set up helps us tremendously in continuously finding ways to be more efficient in used beverage container collection and processing.

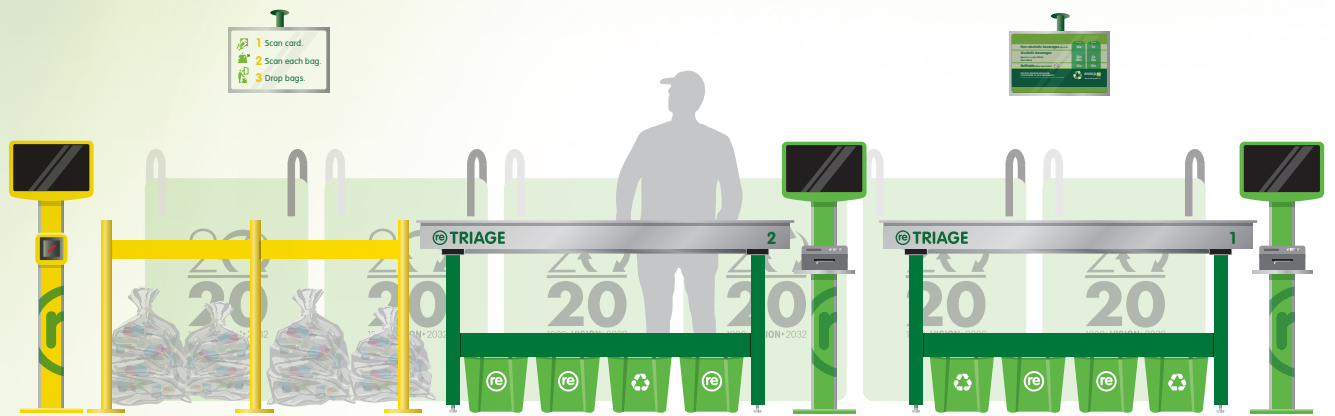
RECOVERY RATE

For past 12 months as of September 30, 2020

65.6%



ENSYS-CONNEX POS PILOT TO BEGIN IN 2021!



POS system concept showing count/sort tables, customer screens/terminals, printer for customer receipt, as well as the eventual addition of a drop & go recycling lane/terminal (shown here in yellow).

As part of our investment in the modernization of the Beverage Containers Program (BCP), Encorp will soon be piloting a Point-of-Sale (POS) system for redemption centres (RCs) to have at the cash/customer service area. The pilot – which starts in 2021 – will involve 4 RCs for a period of 6 months, followed by a gradual roll-out to all RCs across the province – expected to be completed by the end of 2022.

Our POS system – *EnSys-Connex* – is an auditable system which enables payment for containers counts with full traceability back to the original customer transaction. While the data generated by the POS system will be managed by Encorp to facilitate pick-ups and payments, RC operators will have full access to data pertaining to their centre.

As an RC Operator, there are many benefits for you in having such detailed information: better inventory control, ability to analyze historic volumes, performance data and productivity levels, etc. Your customers will be able to see their container counts live on the terminal screen

and offered a receipt. This will reduce counting errors and/or disputes, which should make life easier for your staff and increase the transparency of all redemption transactions. Your centre will also be offered free high-quality count/sort tables designed by Encorp along with your POS equipment.

Most exciting of all, the next phase of the *EnSys-Connex* POS system will give your facility the ability to process bag drop containers. Adding a drop & go recycling lane/terminal in your customer service area is the simplest, most cost-effective, and immediate improvement you can choose when we are ready to roll out our bag drop technology across the province (tentatively scheduled for 2023). Other options will include retrofitting your facility to include bag drop windows or installing modular stand-alone units on site or at satellite locations – similar to the Re-Centre depots currently used for the pilot project in Moncton. All bag drop options will be supported by the use of *EnSys-Connex*.

RC STANDARDS - CONSULTATIONS UNDERWAY

Encorp has been working with stakeholders to lead the development of a set of minimum standards related to customer service, hours, facility appearance & operations, and other regulatory requirements to obtain a Redemption Centre Operating Licence from the New Brunswick Government. All Beverage Containers Program (BCP) stakeholders are currently involved in a consultation process which started this past August: the NB Government (DELG), redemption centres (Eastern Recyclers Association) and distributors (ANBL and Encorp).

Setting standards will help establish a level playing field, improve consistency of the container recycling/redemption experience for consumers, and ensure redemption centres (RCs) are ready/able to integrate technology tools – such as our *EnSys-Connex* POS system and bag drop options – to modernize the UBC collection network.

The standards will most likely be featured in an RC Operations Manual along with tips (handy templates/checklists/tools) that can be used by operators to ensure compliance.

Feedback from consumers on their experience redeeming used beverage containers via an online survey and focus groups is currently underway to help guide these new standards and recommend changes to the program. Feedback from RC operators on the proposed standards will also be solicited once a more formal draft has been vetted by the stakeholders involved in the immediate consultation process.



YEAR TO YEAR REFUNDED UNITS

	Aluminum	Glass	PET	Other	Total
October 1, 2018- September 30 2019	68,359,086	2,100,926	93,165,494	8,836,744	172,462,250
October 1, 2019- September 30 2020	68,662,044	2,066,790	88,644,958	7,540,541	166,914,333
Yr to Yr Qty	302,958	-34,136	-4,520,536	-1,296,203	-5,547,917
Yr to Yr %	0.44%	-1.62%	-4.85%	-14.67%	-3.22%
% of Total	41.13%	1.24%	53.11%	4.52%	100.00%

For information or to report any incident, please contact:

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

TO CONTACT US:
1-877-389-7320 • www.encorpatl.ca
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