

Journal



SINCE 1992, ENCORP ATLANTIC HAS RECYCLED OVER 4.2 BILLION CONTAINERS IN NEW BRUNSWICK!

SPRING 2021

BULK BAGS

The quality and integrity of our bulk bags is something that we at Encorp Atlantic take seriously. Every year we replenish about 30% of our inventory. RCs should not have to use damaged or worn-out bulk bags. All damaged bags should be returned to the drivers during regular collection. If you have any concerns about our bulk bags' quality, please do not hesitate to contact us.

We do, however, need your cooperation in ensuring there is no damage to our bulk bags outside of normal wear and tear. Please store filled bulk bags and pallets in a secure, indoor, dry area and keep on top of pest control in your facility. Rodents are attracted to residue left in beverage containers and can chew their way through a bulk bag. This is especially true with drinkable yogurt, drinkable kefir, and other beverages that contain dairy - which were recently added to the BCP.

CHANGE IS NECESSARY



This last year was a challenging year from many perspectives. First, we witnessed a forced lockdown of all redemption centres (RCs) due to a global pandemic that created havoc for operators and consumers alike. Yet, we witnessed a continued increase in sales from distributors of over 7%, resulting in more used beverage containers (UBCs) being returned for recycling. Overall, this translates to 17% more volume at RCs in New Brunswick

in the last five years alone. But the bad news is that our UBC recovery rate in New Brunswick keeps falling - our province currently has one of the lowest rates amongst beverage container deposit-refund programs in Canada.

No system improvements can succeed without acknowledging the unique challenges RCs face, nor the fact that there are huge discrepancies from one centre to the other. However, no matter our differences, we must prioritize changes that will improve the convenience factor and consumer experience; otherwise, recycling rates and public participation in the Beverage Containers Program (BCP) will continue to decline. After nearly 30 years, opportunities for modernization, greater operational efficiencies, and cost savings remain.

Our continued work and discussions with BCP stakeholders on RC standards are leading to the collaborative creation of an Operations Manual for RCs. This manual will state minimum requirements for cleanliness, security, customer service, etc., and give tools and tips to meet these requirements to help level the playing field for RC operators. The project has brought all stakeholders to realize that the BCP's modernization can only happen if we cooperate and work together. While change can be disruptive, it is necessary. Resisting progress, especially one that could bring about greater convenience and accessibility for consumers, is risking the eventual end of the BCP.

FOCUS ON THE JOB

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

NEW BARCODE SIGNS

Encorp provides each RC with a unique barcode that must be displayed in their loading area in a highly visible and easily accessible location for drivers. We are currently creating new metal signs - designed for increased durability - for RCs with BC numbers and barcodes. Keep displaying your barcode in its current format for now - we will be distributing the new metal barcode signs to each RC during upcoming site visits, which will take place from May to October.

ENSYS-CONNEX POINT-OF-SALE SYSTEM

As part of our investment in the BCP's modernization, Encorp has started piloting its EnSys-Connex Point-of-Sale (POS) system. The pilot - which began in April - involves two RCs for eight months. The pilot period will be followed by a gradual roll-out to all RCs across the province - expected to be completed by the end of 2022. EnSys-Connex is the first large investment in technology we are making at the RC level and will provide many tools to you as an RC operator.



EnSys-Connex will be used to process all deposit-bearing beverage containers received from consumers under the BCP (alcoholic, non-alcoholic, and refillable), pay out deposit refunds, and manage commercial accounts and inventory. EnSys-Connex will provide traceability of containers back to the consumer transaction.

For RC operators, there are many benefits in having such detailed information: labour efficiencies in counting and sorting since each container needs only be counted once to have corresponding bulk bag inventories automatically adjusted, faster shipping and

reconciliation process since the system will generate shipping labels that can be scanned at pick-up, improved cash management, and better insight into your centre's operations thanks to reporting tools with the ability to analyze historical volumes, performance data, productivity levels, etc. Plus, 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, making life easier for your staff and increasing the transparency of redemption transactions. Finally, your centre will be offered free high-quality count/sort tables designed by Encorp along with your POS equipment.

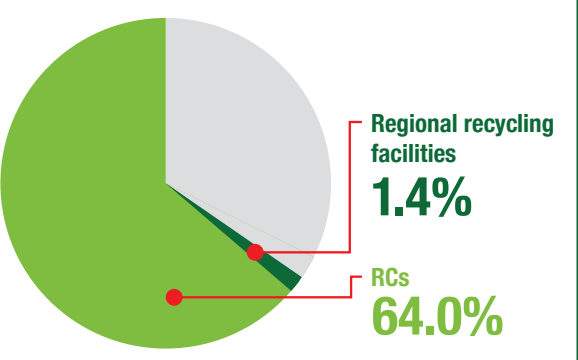
Most exciting of all, EnSys-Connex will be the backbone of Encorp's future province-wide

Re-Express program, giving RCs who wish to offer a drop & go service to their customers the ability to process and credit bags received from drop & go users. Adding a drop & go kiosk (self-serve customer terminal screen next to a designated bag drop off area) inside your facility is the simplest, most cost-effective, and immediate improvement you can choose when we are ready to roll out our Re-Express branded bag drop technology across New Brunswick (tentatively scheduled for 2023). Other options will include retrofitting your facility to include self-serve drop & go windows or installing self-serve drop & go depots in your parking lot or at satellite locations (similar to the Re-Centre depots currently used for our bag drop pilot project in the Moncton area).

RECOVERY RATE

For the past 12 months as of March 31, 2021

65.4%



YEAR TO YEAR REFUNDED UNITS

	Aluminum	Glass	PET	Other	Total
April 1, 2019 - March 31, 2020	69,368,044	2,150,104	91,689,672	8,630,178	171,837,998
April 1 2020 - March 31 2021	72,073,551	2,141,906	92,831,868	7,838,341	174,885,666
Yr to Yr Qty	2,705,507	-8,198	1,142,196	-791,837	3,047,668
Yr to Yr %	3.9%	-0.4%	1.2%	-9.2%	1.8%
% of Total	41.2%	1.2%	53.1%	4.5%	

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
 Moncton Area: 506-389-7320

- PAULINE NOWLAN**
Accounting
- TINA NGUYEN**
Accounting
- COLETTE BOUCHER**
Finances
- PIERRE LANDRY**
Environment
- PAUL ROBICHAUD**
IT
- TIM PIDGEON**
IT
Re-Centre
- FRANÇOIS CÔTÉ**
IT
- MARTIN MALLET**
IT
- NATHALIE LANDRY**
Communications



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