

CHANGES AT ENCORP COMING APRIL 1, 2023

FAQ FOR REDEMPTION CENTRE OPERATORS

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MARCH 2023

NEW COMPANY, SAME COMMITMENT

On April 1, 2023, a new non-profit organization will take over the responsibilities of Encorp Atlantic Inc. The new non-profit organization will still be called Encorp Atlantic but will now act as a **single agent for both alcohol and non-alcohol beverage product distributors**.

Expect no disruption in services. As well, expect the same familiar faces and contacts as before with Encorp. The biggest change is that **Encorp will manage all deposit-bearing beverage containers except refillable beer as of April 1.**

The launch of Encorp as a non-profit organization also coincides with changes to our service provider contracts for collection, transportation, processing, and quality control. Our new service providers awarded a five-year contract are Hebert's Recycling and Rayan. **Expect no immediate changes in the current material sorts for both alcohol and non-alcohol, but the collection schedule will be divided by glass material sorts vs non-glass material sorts.**

Our upcoming structure change and expansion of mandate to provide post-consumer beverage management services to all non-refillable beverage product distributors are the results of numerous consultations over the past years with all stakeholders regarding our role in the future of the New Brunswick Beverage Containers Program. This new era of distributor cooperation will bring about significant positive improvements to the program.

AT A GLANCE - HOW WILL THIS IMPACT MY REDEMPTION CENTRE?

Starting April 1, 2023

- You will be collaborating with new service providers for Encorp:
 - **Hebert's** will pick up **non-glass** beverage containers - both alcohol (non-refillable) and non-alcohol - and supply your centre with the appropriate bulking supplies (bulk bags).
 - **Rayan** will pick up **glass** beverage containers - both alcohol (non-refillable) and non-alcohol - and supply your centre with the appropriate bulking supplies (tubs).
- You will sort containers and tag bulk bags and tubs according to an **updated Encorp Sort List**. Notice that there are no significant changes to how you sort and count containers. The new Sort List has made no changes to non-alcohol sorts. It has simply assigned numbers to current alcohol sorts.
- You will need to **tag all bulk bags and tubs with Encorp tags**, including alcohol sorts. Some material sorts will also now be combined in the same bulk bag or tub.
- You will receive your **payments for alcohol (non-refillable) and non-alcohol beverage containers** from Encorp.

FAQ – SORTING & BULKING BEVERAGE CONTAINERS

What Changes Will I Need to Make When Sorting Containers?

Our new Sort List, which comes into effect on April 1, 2023, does not require significant changes to how your staff is used to sorting material types. Take note of the new sort numbers and slight modifications below.

No changes made to non-alcohol sorts.

SORT LIST

NON-ALCOHOL	
ALUMINUM CANS	1
GLASS (Clear)	2
PET / HDPE (Translucent) ♻️ ♻️	3
GLASS (Coloured)	4
GABLE TOP / TETRA	5
OTHER PLASTICS / POUCHES / HDPE (Pigmented) ♻️ ♻️ ♻️	6
STEEL CANS	8
ALCOHOL	
ALUMINUM SMALL	+ 15
ALUMINUM LARGE	16
GLASS SMALL (Brown)	+ 17
GLASS LARGE (Brown)	18
GLASS SMALL (Clear)	19
GLASS LARGE (Clear)	20
GLASS SMALL (Green)	+ 21
GLASS LARGE (Green)	22
PLASTICS / POUCHES SMALL	+ 23
PLASTICS / POUCHES LARGE	24
WINE BOX / TETRA SMALL	+ 25
WINE BOX / TETRA LARGE	26

SMALL: ≤ 500ml
LARGE: > 500ml

+ SHARE SAME BULK BAG/TUB

Colour-coded to match the counting interface of Encorp's EnSys-Connex POS.

Sorts 15 and 16 combined in the same bulk bag.

Sorts 17 and 18 combined in the same tub.

Sorts 21 and 22 combined in the same tub.

Sorts 23 and 24 combined in the same bulk bag. (Note: Alcohol pouches must be kept separate from the other plastics in this bulk bag. Put alcohol pouches in a clear plastic bag. Toss the plastic bag into the bulk bag and COUNT the pouches as part of the total unit count for their respective sorts.)

Sorts 25 and 26 combined in the same bulk bag. (Note: Wine bladders - the inner pouches in wine boxes which contain the wine - need to be removed, but no longer need to be discarded. You can place bladders in the same clear plastic bag as alcohol pouches. However, DO NOT COUNT bladders as part of any total unit counts).

Numbers assigned to alcohol sorts (no more writing down names for sorts by hand).

Also, keep in mind

- If you were used to separating alcohol aluminum crushed cans, you will no longer have to do this. However, we must still be able to see that the can is deposit-bearing. Crushed cans flattened like a hockey puck should continue to be discarded.
- Keep being vigilant in correctly identifying containers that belong in sort 6, particularly HDPE-pigmented containers. Sometimes PET and HDPE translucent containers are mistaken for this type of plastic. A handy visual aid continues to be available on our website regarding sort 6.
- Ceramic containers are not deposit-bearing. Ceramic is a contaminant for glass, and you may be penalized if ceramic is found in your bulk tubs.

Why Can't I Combine Alcohol and Non-Alcohol Containers?

April 2023 to April 2024 will be a transition year. Keeping alcohol and non-alcohol sorts separate is necessary for the time being to adequately gather data on individual sort volumes before we further simplify our Sort List. Stay tuned!

Why Can I Combine in the Same Tubs Small and Large Alcohol Containers for Brown Glass, as well as Green Glass, but I Cannot Do the Same with Containers for Alcohol Clear Glass?

The decision to combine sort 17 (Glass Small Brown) and sort 18 (Glass Large Brown) in the same tub, as well as sort 21 (Glass Small Green) and sort 22 (Glass Large Green) in the same tub has been made to optimize tub usage and allow redemption centres to receive payment faster on small volume materials. Sort 19 (Glass Small Clear) and Sort 20 (Glass Large Clear) have large enough volumes to continue to be shipped in their own respective tubs.

Will There Be Changes to Bulking Procedures?

Encorp bulk bags will be used as usual for all materials (sorts 1, 3, 5, 6, 8, 15/16, 23/24, 25/26 – bulk bags will be supplied to you by Hebert's), except glass.

Glass (sorts 2, 4, 17/18, 19, 20, 21/22) will go into plastic tubs, the same kind you are already used to with Rayan. (The tubs will continue to be supplied by Rayan).

Alcohol pouches (sorts 23/24) will need to be kept separate from other alcohol plastics. Put them in a clear plastic bag (supplied by Hebert's) and toss the plastic bag when full into your sort 23/24 bulk bag. Make sure to include/count all alcohol pouches as part of the total unit count for their respective sorts. (Small pouches counted as part of the total unit count for sort 23, large pouches counted as part of the total unit count for sort 24.)

There will also be a small change regarding wine boxes (sorts 25/26). Wine bladders (the inner pouches in wine boxes which contain the wine) must be removed from wine boxes, but you no longer need to discard them. You can place bladders in the same clear plastic bag as alcohol pouches. However, **DO NOT INCLUDE/COUNT** bladders as part of any total unit counts.

Refer to our updated illustrated guides - *How to Properly Sort and Bulk Beverage Containers* - available on our website, for complete instructions on bulking beverage containers for Encorp.

Will There Be Changes to Preparing Shipments?

There will be no significant changes to the way you are already used to preparing materials for shipment.

To expedite the shipping process and ensure proper payment, make sure your staff continues to do the following:

- Set aside filled bulk bags (or tubs depending on which materials are being picked up) in your centre's shipping/loading area on your scheduled pickup date/time.
- Ensure all bulk bags or tubs to be picked up are properly closed.
- Ensure all bulk bags or tubs to be picked up have an Encorp tag securely attached with the appropriate information filled out. (Use your Encorp printer to print and stick your label on the tag or write in the information by hand with clear/legible handwriting.)

Do I Need to Clean-Out My Inventory of Bulk Bags?

Keep using the same bulking supplies you have on hand at your centre as per usual until the end of March. Most important for the first pickup after April 1, 2023 is ensuring that bags and tubs are tagged appropriately with Encorp yellow tags according to the sort numbers of our new Sort List.

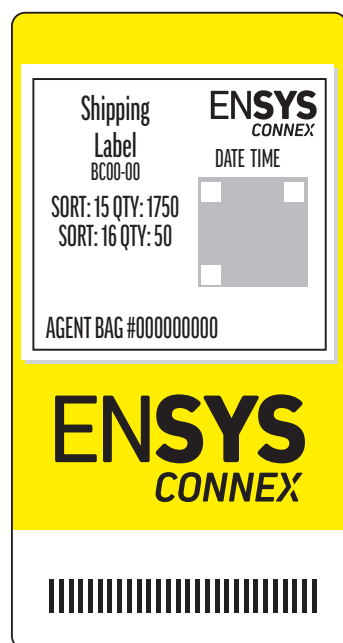
For your very first pickup after April 1, Hebert's will accept non-glass sorts in either Encorp bulk bags or Rayan bulk bags. They will then replenish your stock of Encorp bulk bags accordingly.*

Likewise, for the very first pickup, Rayan will accept glass sorts in the same Rayan tubs and Encorp bulk bags you are used to using for glass. They will then replenish your centre with the appropriate amount of tubs needed to accommodate all glass sorts.

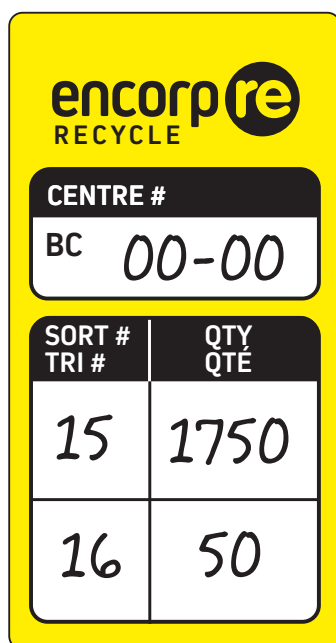
Unused/empty Rayan bags left in your centre after the first pickup should be returned to Rayan, as these will no longer be needed. Please contact Rayan to make arrangements to collect unused bags.

*Encorp has anticipated and acquired enough bulk bags to accommodate volumes for all non-glass sorts.

Will I Be Using the Same Shipping Tags?



Ex: New Encorp tag with label (sticker) attached.
(Centres with label printer)



Ex: New Encorp tag filled out by hand.
(Centres without a printer)

New yellow Encorp shipping tags will soon be provided to your centre. You can start using them as of April 1, 2023.

You can and should continue to use your current batch of Encorp shipping tags until depletion, after which you can start using the new tags.

The only change to the tags is that the design has two rows to make it easy for centres that fill them out by hand to input the correct information for more than one sort when needed. (This only applies to sorts combined in the same bulk bag or tub, which are 15/16, 17/18, 21/22, 23/24 and 25/26. For all other sorts, centres must continue to input only one sort per tag.)

I Have an Encorp Printer. Do I Need to Do Anything to Prepare for the Upcoming Changes?

If your centre has an Encorp barcode label printer but you do not yet have our EnSys-Connex POS system, you will be contacted to coordinate an update for the printer to make it compatible with the upcoming changes.

If your centre does not have an Encorp barcode label printer, we may be able to provide you with one to make the process faster and smoother during the collection process. If you prefer to continue to fill out tags by hand, we will make sure to provide you in advance with our new shipping tags that allow you to write in data for more than one sort, so that you are ready to implement the changes for April 1.



Note: If your centre has our EnSys-Connex POS system, your Encorp label printer is compatible with the upcoming changes and barcode labels will already be in the correct format. Just stick the barcode labels the printer prints - as per usual - on your Encorp tags.

I Am Using Encorp's EnSys-Connex POS System. Will I Need to Adjust Anything to Prepare for the Upcoming Changes?



Our IT team will make all necessary changes/adjustments for you. We will automatically update the sorts in your POS system on Sunday, April 2, 2023. We will also switch all unshipped bulk bags in your centre to the appropriate material sorts as per our new Sort List, so you can continue using the POS system as-is on Saturday, April 1. Everything will be converted on April 2. POS shipping tags will be updated ahead of time to be compatible with the new changes. You will not have to retag any bags, but you will need to make sure all bags and tubs have an Encorp yellow tag affixed.

Note that because sort 17 (Glass Small Brown) and sort 18 (Glass Large Brown) will now be combined in the same tub, and sort 21 (Glass Small Green) and sort 22 (Glass Large Green) will also be combined in the same tub, our IT team will automatically close on Sunday April 2 your tubs for Glass Large Brown and Glass Large Green. We will keep your tubs for Glass Small Brown and Glass Small Green open and ask you to use these as the new combined tubs. The tubs closed by our IT team can be shipped as is for your first pickup, even if they are not full.

FAQ - PICKUP LOGISTICS

What Dates Should I Keep in Mind for the Upcoming Changes, and How Should I Proceed with Bulking Procedures During the Changes?

Since the changes take effect on April 1, 2023, Hebert's (non-glass) and Rayan (glass) will start pickups at your centre as of Monday, April 3.

For this very first pickup, they will accept beverage containers bulked using the bulking containers you currently have on hand for your centre (Encorp bulk bags, Rayan bags and Rayan tubs) as long as all bulk containers are tagged appropriately with Encorp yellow tags according to the sort numbers of our new Sort List.

Since there are essentially no changes to non-alcohol sorts/numbers, you should start **paying extra attention to bulking and tagging alcohol beverage containers according to our new Sort List right after your last March pickup.** (For example, (1) if your last non-alcohol Encorp pickup via G.M. Rioux in March occurs on Tuesday, March 28, 2023, start bulking non-alcohol glass sorts for Encorp in tubs as per the new specifications immediately after this pickup. (2) If your last alcohol pickup in March for ANBL via Rayan is on Wednesday, March 29, 2023, start bulking and tagging your alcohol bags/tubs for Encorp according to our new Sort List immediately after this pickup.)



Note: If you are using our EnSys-Connex POS system, alcohol labels will include the new sort numbers a few weeks before April 1, meaning you shouldn't have to re-tag any bulk bags/tubs.

What Will Be My New Pickup Schedule?

New pickup schedules take effect as of Monday, April 3, 2023, and will be published in advance of this date. (Hebert's will make its schedule available on its website www.heberts.ca. Rayan will inform reception centres via phone or email.)

Both service providers have been asked to strive to maintain a regular pickup schedule for each centre (except under special circumstances such as bad weather conditions and other unforeseen events) and to communicate daily pickup schedules before 3 pm for the following day.

Please be patient and allow a few weeks adjustment period for the service providers to make adjustments to their pickup schedules based on redemption centre volumes and needs and the best/most cost-effective routes.

Is There Anything I Will Need to Do Differently During Pickup?

We will be training drivers from our new service providers on our scanning equipment. There should be no changes to how you interact with drivers, nor any new responsibilities added for your staff regarding the pickup process.

You should notice only the following changes during pickup:

- Drivers will no longer hand you tags after scanning – tags are to remain on bulk bags and tubs for their entire journey from pickup to arrival at processing centres.
- There will no longer be any Quality Control (QC) selection at pickup. QC selection will now solely occur when drivers unload at the processing centres.

We encourage you to continue to use best practices during the pickup process, such as keeping a shipping log, cross-checking the packing slip the driver hands you with your shipping log and notifying us as soon as possible of any discrepancies.

Why Was Rayan/Hebert's Chosen as Encorp's Service Providers?

Our service provider contracts are awarded for a fixed period with a clear start and end date. We evaluate and choose our service providers via an extensive request-for-proposal process (RFP) every five years.

Going through an RFP process every couple of years allows us to evaluate interested potential and current service providers. It ensures we are keeping up with new technology and developments in the market that can further improve the Beverage Containers Program's efficiency and reduce our environmental footprint.

Our current service provider's (G.M. Rioux) contract was set to expire at the end of March 2023. We thus issued our latest RFP for services in May 2022 to start the evaluation and selection process among interested companies to award new contracts starting this upcoming fiscal year.

After carefully evaluating the proposals received, Hebert's Recycling (Miramichi) was awarded a five-year contract for collecting, transporting, processing, and quality control for all non-glass material sorts.

Rayan (Moncton) was awarded a five-year contract for all glass management, including collection, transportation, processing and quality control.

Will Hebert's Be Using Compaction Trucks?

Hebert's will be using the same Enviropactor™ technology with which you are familiar. This technology compacts containers at point of pickup, increasing the amount of containers that can be transported, making transporting used beverage containers from redemption centre to processing centre, easier and more efficient.

Who Will Pick Up Refillable Beer Containers?

Breweries will continue to manage refillable beer containers. Please refer to them for pickup schedules and instructions.

Who Will Pick Up E-Waste and Paint?

Encorp does not manage recycling e-waste and paint. Please refer to your centre's appropriate service providers regarding e-waste and paint pickups where applicable.

What About Non-Deposit-Bearing Glass?

Encorp does not manage recycling non-deposit-bearing glass containers such as food jars and other containers. Please refer to your centre's appropriate service provider regarding the recycling of glass containers not part of the Beverage Containers Program.

FAQ - QUALITY CONTROL (QC)

Will There Be Any Changes to Encorp's Quality Control (QC) Program?

We will continue to follow the same Quality Control (QC) model currently used, with a few slight modifications to adjust to the added volumes.

- There will no longer be any QC selection at redemption centres during pickup. QC selection will now solely occur when drivers unload at the processing centres.
- Monitored Mode will now include a selection of 50 bags/tubs over a period 6 months.

Hebert's will do QC for non-glass sorts, and Rayan will do QC for glass sorts.

We have provisions in place to ensure that our QC measures remain accurate:

- leading inspections at the QC facilities up to four times per year (blind recounts of bags/tubs and verification of procedures);
- reviewing the QC measures periodically by an independent statistician to ensure validity;
- randomly selecting one redemption centre per year for the Accelerated Mode.

Expect the same frequency of reports on your centre's performance over the next few months; however, we will be working with a statistician on implementing procedures to increase the frequency of reports and are committed to improving how we report back to all redemption centres. We invite you to contact us any time if you have concerns about your centre's performance (Angela Dow - angela.dow@encorpatl.ca - 506.389.7328).

Refer to our *Quality Control (QC) Measures* document available on our website for more information.

FAQ - PAYMENTS

How Will the Upcoming Changes Affect my Payments?

As of April 1, 2023, you will receive payments from Encorp for both alcohol (non-refillable) and non-alcohol beverage containers – in other words, all deposit-bearing beverage containers except refillable beer.

Expect the same promptness as before from Encorp in receiving your payments. Some centres may even receive payments a day or two earlier than in the past. The new payment schedule will be:

- Monday and Tuesday pickups - paid by end of day Wednesday;
- Wednesday pickups - paid by end of day Thursday;
- Thursday, and Friday pickup – paid by end of day Monday.

Note that unforeseen events (such as inclement weather, statutory holidays or problems offloading at the processing centre) may impact the payment schedule. Please allow an additional 1 to 3 days to receive payment in these cases.

FAQ - INFORMATION & SUPPORT

Who Do I Contact at Encorp If I Have Questions or Need Guidance and More Information?

We will have a dedicated staff member answer calls and emails from redemption centres throughout the transition period. Send us an email at info@encorpatl.ca or call us at 506.852.1965 (Patrick Surette).