

# Journal



SINCE 1992, ENCORP ATLANTIC HAS RECYCLED MORE THAN 4.8 BILLION CONTAINERS IN NEW BRUNSWICK!

## FALL 2023

### ► POS UPDATE

Installations of Encorp's *EnSys-Connex* point-of-sale (POS) system continue to roll out smoothly and efficiently across the province. We expect to have the POS system installed at 47 redemption centres (RCs) by the end of 2023!

We recently reached out to RC operators and staff who have been using the *EnSys-Connex* to see how well the POS system has been working for them, and we received overwhelmingly positive feedback! Most RC operators and staff have found the system helpful in many ways – evidenced by 88% of respondents who rated it 4 stars or higher. Over 50% of the survey respondents found inventory management to be the most beneficial feature offered by the POS system, and many respondents left comments saying that they're "very pleased with the system," and that they "love the ease of the system". "Everything is quick to access and so easy to understand. A lot of time saved thanks to this system." (Translated from French).

We also received plenty of great suggestions on how to improve the system, and we will be reviewing all the comments left by respondents. Thank you so much to everyone who provided feedback!

If you would like the *EnSys-Connex* POS system installed at your RC, reach out to us at [info@encorpatl.ca](mailto:info@encorpatl.ca) and we'll book an installation for you.

# ENSYS CONNEX

### ► NEW CUSTOMER EDUCATION MATERIALS

Encorp recently launched new customer education materials that all redemption centres (RCs) are receiving with this fall RC Journal. RC operators are invited to use these as needed in their facilities. The new materials had been requested by RCs to fill a need for clear communications explaining the types of containers that are eligible for a deposit refund.

## OVERCOMING CHALLENGES AMID PROGRAM TRANSITIONS



As you all know, the New Brunswick Beverage Containers Program (BCP) is undergoing program modernization and a significant structural transition. Changes like these often come with challenges to the system that lead to opportunities for system improvements. Thankfully, with the help and cooperation of the redemption centres (RCs), we're able to overcome these obstacles!

The major challenges since the new service contracts commenced in April have been supply chain issues. There were delays in equipment delivery, which were only compounded by the summer's increased beverage container return volumes.

As soon as our team at Encorp was made aware that the issues could impact the flow of bulk bags to RCs, an action plan was put in place to rectify the situation. While solutions can often take longer to implement in a post-pandemic period, we managed to get the issue resolved.

As of September 25, 2023, new auger and conveyor systems have been installed at the processing centre in Miramichi, along

with two extra walking-floor trailers. This new system works by dumping the containers out of the bulk bags to be fed into the auger, which compacts the containers and puts them loose in the walking-floor trailers. These walking-floor trailers then deliver the compacted containers to end market.

The new auger and conveyor system has already proven to be a huge step up from the previous system. Now, bulk bags are freed up the same day they're picked up, rather than at end market. On top of that, we're getting an average of 600 bags to end markets per walking-floor trailer rather than the average 250 bags previously delivered. The flow of bulk bags to RCs has since been normalized and new bulk bags are on order.

Encorp is fully committed to improving the BCP's environmental performance, service quality, and overall system. That includes addressing the concerns of RC operators and staff, and we sincerely appreciate their patience and understanding in such situations.

## A PROMISING START TO THE RECYCLING HEROES IN SCHOOL PROGRAM

Encorp's new school recycling program, which launched this past September, has exceeded our expectations, marking an exceptional beginning. Within just a few weeks, we had already surpassed our goal of recruiting at least 25 participating schools in the fall, and we are now well on our way to achieving our ambitious goal of enlisting 50 schools in the program for its first-year roll-out.

The enthusiasm and support from schools that have joined our recycling initiative have been inspiring. Educators have been expressing their appreciation for the program's environmental impact and its positive influence on their schools and communities. What's particularly exciting is that these schools have not merely embraced the program, but have also shown an eagerness to engage their local

communities in bottle drives, ensuring their school's success in the program. It's heartening to witness numerous schools challenging themselves and their communities to collect and return as many beverage containers as possible, motivated by the promise of matched funds and enticing prizes. We eagerly anticipate the results these schools will achieve in recycling over the course of the school year.

A sincere thank you to all the redemption centres (RCs) that have been working with schools in the program thus far. We will continue to match more RCs with schools as we continue to receive applications.



# encorp re RECYCLE

For information, please contact:

- **HEBERT'S RECYCLING - (506) 773-1880:** For non-glass pickups and bags
- **RAYAN INVESTMENTS - (506) 858-1600:** For glass pickups and tubs
- **ENCORP ATLANTIC - 1-877-389-7320:** For tags and printer supplies

To report an incident, please contact:

**Gilles Doucette**, Director of Operations,  
Encorp Atlantic, (506) 389-7325

TO CONTACT US: 1-877-389-7320 [www.encorpatl.ca](http://www.encorpatl.ca) [info@encorpatl.ca](mailto:info@encorpatl.ca)