

EXTENDED PRODUCER RESPONSIBILITY BEVERAGE CONTAINERS PROGRAM

Information for Redemption Centres
Regarding Operations & Logistics

April 1, 2024

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RECYCLE

EXTENDED PRODUCER RESPONSIBILITY BEVERAGE CONTAINERS PROGRAM

Information to Note for Redemption Centres Regarding Encorp Operations & Logistics

The April 1, 2024, migration of the New Brunswick Beverage Containers Program to an extended producer responsibility (EPR) model under the newly amended *Designated Materials Regulation (Clean Environment Act)* represents a unique opportunity to drive change and innovation to increase used beverage container (UBC) recovery rates.

Encorp Atlantic is a not-for-profit producer responsibility organization (PRO) located in Moncton and representing over 300 beverage product brand owners who sell/distribute beverage products in the province of New Brunswick. Encorp is the PRO designated to manage all aspects of the new EPR Beverage Containers Program on behalf of these brand owners, ensuring they can fulfill their obligations as stated in the *Designated Materials Regulation*. Encorp is thus responsible for recycling services/management of these brand owners' post-consumer deposit-bearing beverage containers.

Recycle NB is the agency overseeing waste management programs (and their PROs) for materials specified in the *Designated Materials Regulation*.

Redemption centres (RCs) should refer to their *Redemption Centre Service Agreement* with Encorp for all details regarding expectations, services, and payments in effect starting April 1. With your collaboration and support, we are excited to move the Beverage Containers Program forward.

This document highlights important information RCs should take note of for April 1.

- Deposits and Refunds on Beverage Containers
- Products Included vs. Excluded from the Program
- New Reduced Sort List
- Changes to *EnSys-Connex* POS
- Pickup Schedules
- Quality Control (QC)
- Payments
- Other Recyclables
- Questions/Clarifications

DEPOSITS AND REFUNDS ON BEVERAGE CONTAINERS

The most immediate and exciting change for consumers with the new EPR Beverage Containers Program is the financial benefit of recycling empty beverage containers. For more than 30 years now, New Brunswick consumers have been used to paying deposits when purchasing sealed, ready-to-drink beverage products and getting back half of these deposits as refunds when returning empty containers for recycling at RCs.

Starting April 1, 2024, the *Designated Materials Regulation* requires that these deposits be fully refunded to consumers at RCs – meaning more money back into their pockets when recycling!

The new deposit/refund structure has been simplified.

- ALL beverage containers have a 10-cent deposit and refund - EXCEPT large (over 500 ml) glass beverage containers for alcohol beverages.
- Glass beverage containers over 500 ml for alcohol beverages have a 20-cent deposit and refund.

Please ensure your RC is ready to start refunding your customers the appropriate amounts, as per the image below, as of Monday, April 1, 2024. Note that Encorp will provide each RC with printed posters and handouts of this educational tool. We encourage you to have these in your customer service area and refer your customers to them regarding the refunds they can expect to receive on beverage containers. Contact Encorp for more handouts when needed or to replace worn/damaged posters.

RECYCLING MATTERS. Full Refunds Add Up.

10¢ x 10¢
Return empty beverage containers to a redemption centre to get full refunds on deposits.

PLASTICS

GLASS

20¢ x 20¢
GLASS OVER 500 ML (ALCOHOL ONLY)

CARTONS (POLYCOAT CONTAINERS & WINE BOXES)

METALS

REFILLABLE GLASS BEER BOTTLES

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PRODUCTS INCLUDED VS. EXCLUDED FROM THE PROGRAM

There are no changes to the types of beverage products included vs. excluded from the Beverage Containers Program under the new EPR model. Please refer to the handy consumer education poster/handout below, which all RCs are encouraged to showcase in their customer service areas. This education tool and information about products in the program is available on Encorp's website. (*Deposit-Bearing Containers* web page in the *RC Operators* menu - encorpatl.ca/rc-operators/deposit-bearing-beverage-containers)

DEPOSIT-BEARING BEVERAGE CONTAINERS

Redemption centres issue refunds for containers from ALL ready-to-drink beverage products for which you paid a deposit at purchase.



- water • fruit/vegetable juices • soda/soft drinks • milkshakes • drinkable yogurt/kefir • eggnog
- iced coffee/tea • kombucha • most plant-based milk product alternatives (see exception below)
- energy drinks • protein shakes • electrolyte beverages • beer • wine • spirits • ciders • coolers
- cannabis beverages • etc.



EXCLUDING THESE

(No deposit charged at purchase)



MILK (COW/GOAT) AND FLAVOURED MILK
On the label: Full-cream milk (2% M.F.), partly skimmed milk (1% or 2% M.F.) or whole/homogenized milk (3.25% M.F.)



PLANT-BASED MILK PRODUCT ALTERNATIVES THAT ARE FORTIFIED AND A SOURCE OF PROTEIN
On the label: Must state beverage is "fortified". Must also not have any warning about the beverage being "Not a Source of Protein". (Most often, these are soy beverages.)



UNPROCESSED APPLE CIDER
On the label: No mention of being heated, pasteurized or otherwise processed.



CONCENTRATED BEVERAGES
The product is not "ready-to-drink". It has to be mixed in or diluted prior to drinking. (Ex: cocktail mixes, frozen juices, syrups, condensed milk, coffee cream, cereal cream, flavour enhancers, etc.)



INFANT FORMULA
On the label: "Infant formula."



MEAL REPLACEMENTS & FORMULATED LIQUID DIETS
On the label: "Meal Replacements" or "Formulated Liquid Diet."



BEVERAGES IN CONTAINERS LARGER THAN 5 L
Only beverages up to a maximum of 5 L are deposit-bearing.



BEVERAGES PURCHASED OUTSIDE NEW BRUNSWICK
On the label: Information is not bilingual (English and French), "Return for Refund" is missing, or volume is indicated in imperial ("oz") instead of metric ("ml"/"L").

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The Department of Environment will no longer maintain exhaustive lists of all products on the market (which has proven challenging to maintain). Encorp will also no longer provide such detailed lists on its website. **RCs should refer to the general rules of inclusion/exclusion of products in the Program – as outlined in the “Deposit-Bearing Beverage Containers” educational poster.** Encorp does and will continue, however, to maintain various reference tools for RC staff training purposes on its website, such as its “Searchable Reference Tool of Commonly Confused Products” and “Is-It-Deposit-Bearing?” notices/quizzes - which are accessible via the above-mentioned web page.

Note that Encorp also provides educational posters and handouts regarding how to prepare beverage containers and common types of containers that customers often mistakenly bring expecting a refund to help you inform your customers. Contact Encorp for more handouts when needed or to replace worn/damaged posters.

HOW TO PREPARE YOUR BEVERAGE CONTAINERS

-  REMOVE straws and other debris.
-  DO NOT crush cans.
-  DO NOT remove labels.
-  ENSURE bottles are not broken.
-  EMPTY all liquids.

ONLY RECYCLE deposit-bearing beverage containers purchased in New Brunswick.



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IF YOU CAN'T DRINK IT, THERE'S NO DEPOSIT ON IT.

Only containers from ready-to-drink beverages are eligible for a deposit refund at redemption centres.
















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NEW REDUCED SORT LIST

Over the years, Encorp has consistently worked towards minimizing its Sort List to enhance the efficiency of sorting and shipping UBCs for RC operators and staff. Our newest revised Sort List, effective April 1, 2024, streamlines the sorting process for all deposit-bearing beverage containers (alcohol, non-alcohol, and refillable) down to just 13 categories (10 different bulk bags/tubs). A significant improvement is combining most non-alcohol and alcohol-similar material sorts (aluminum, glass, etc.), a feature long-awaited and sure to bring satisfaction to RC operators and staff.

Please refer to Encorp’s new Sort List and start sorting and tagging accordingly as of Monday, April 1, 2024.

For detailed instructions regarding each material type sort/SKU, refer to Encorp’s illustrated guide series, *How to Sort & Bulk Deposit-Bearing Beverage Containers*, available on Encorp’s website (*Operations & Logistics* web page in the *RC Operators* menu – encorpatl.ca/rc-operators/operations-logistics).


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

- Set aside filled bulk bags/tubs or pallets, 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 to be picked up are properly closed.
- Ensure all bulk bags/tubs or pallets to be picked up have an Encorp tag securely attached with the appropriate information filled out. (Note that your employees have never been asked to tag pallets of refillable beer with an Encorp yellow tag – please instruct them to do so, as Encorp is now responsible for tracking and paying RCs for these materials.)
- Once the driver arrives, ensure all bulk bags/tubs or pallets to be picked up are brought to the back of the truck (one employee from your RC should be on hand to assist the driver and make sure the pickup proceeds smoothly).

	MATERIAL TYPE	SORT/SKU
METALS	ALUMINUM	9
	STEEL	8
PLASTICS	PET / HDPE TRANSLUCENT (NON-ALCOHOL)	3
	PET (ALCOHOL)	10
	ALL OTHER PLASTICS / POUCHES	11
	GREEN GLASS	+ 12
GLASS	GREEN GLASS (ALCOHOL > 500 ml)	22
	CLEAR GLASS	+ 13
	CLEAR GLASS (ALCOHOL > 500 ml)	20
	BROWN GLASS	+ 14
	BROWN GLASS (ALCOHOL > 500 ml)	18
	REFILLABLE GLASS (BEER)	27
CARTONS	CARTONS	28

+ SHARE SAME BULK BAG/TUB

APRIL 2024



CHANGES TO ENSYS-CONNEX POS

If you are using our *EnSys-Connex* POS, our IT team will make all necessary changes/adjustments for you. We will automatically update the sorts/SKUs in your POS system on Sunday, March 31, 2024, so that you are ready to start sorting and bulking according to the new reduced Sort List on April 1, 2024.

Note that you should ship all bags/tubs closed prior to April 1, 2024, as is (you will not need to re-tag any of these bags/tubs). All open bulk bags/tubs will be converted to the new sort/SKU numbers overnight on March 31, 2024. Because we are merging sorts into new sorts/SKUs, you will have fewer open bags on your floor. An email with detailed instructions will be sent to all RCs currently using *EnSys-Connex* by our IT team in the days leading up to April 1, 2024.



PICKUP SCHEDULES

Ship all bulk bags/tubs closed in your RC prior to April 1, 2024, as is (do not re-tag). Start sorting and tagging according to Encorp's new reduced Sort List on April 1, 2024. Keep using the bulking supplies you currently have on hand – the service providers (carriers) will continue replenishing your stock as needed. In anticipation of increased redemption volumes due to the switch to a full deposit refund for consumers, RCs can request to receive additional bulking containers from carriers in the weeks leading up to April 1.

Current pickup schedules will not be interrupted. The same carriers you are used to seeing will continue to pick up from your RC.

- All non-glass bulk bags will get picked up by Hebert's Recycling (506-773-1880).
- All non-refillable glass bulk bags/tubs will get picked up by Rayan Environmental Solutions (506-858-1600).
- All pallets of refillable beer bottles will get picked up by either one of these three carriers based on your RC's location (the same carrier that you are already working with – the only change is that now Encorp will be tracking and paying your RC for these materials - please thus make sure pallets picked up as of April 1 are tagged with an Encorp yellow tag).
 - Armour Transportation Systems (1-800-561-7987)
 - G. M. Rioux (1-506-473-5034)
 - O. C. Maillet Transport (1-506-955-3891)

Refer to Encorp's *Pickup Schedules* document for more details, available on Encorp's website (*Operations & Logistics* web page in the *RC Operators* menu – encorpatl.ca/rc-operators/operations-logistics).

QUALITY CONTROL (QC)

The current Quality Control (QC) Measures used by Encorp will remain unchanged on April 1.

In January 2024, RCs started receiving monthly *Accuracy Trend Reports* from Encorp. This monthly reporting tool aims to help RC operators stay on top of their QC results and take action earlier if they are under-reporting or over-reporting their container counts. RC operators receive these reports from Encorp via email. If at any time you are worried about your accuracy trend and how your RC is performing, you can request a detailed monthly report from our Director of Operations, Gilles Doucette (506-389-7325 or gilles.doucette@encorpatl.ca). We are happy to chat about your RC's performance to help identify areas of improvement.

We also started giving out *Accuracy Awards* to RCs showing excellent accuracy trends. Each RC that receives an *Accuracy Award* is sent a prize to share with its staff and management team members so that all employees can be rewarded for their work. We hope this recognition among peers will foster the sharing of best business practices among RC operators, and we will be looking at ways to facilitate this knowledge exchange. The next award recipients will be announced in June 2024 – awards will always be given twice yearly in December and June.

For more information, refer to Encorp's *Quality Control (QC) Measures* document on our website (*Quality Control* web page in the *RC Operators* menu - encorpatl.ca/rc-operators/quality-control).

PAYMENTS

As the PRO responsible for the management of ALL deposit-bearing beverage containers in New Brunswick, Encorp will be issuing RCs all payments regarding their services in collecting and handling deposit-bearing beverage containers. This means that on top of getting payments from Encorp like you currently do for alcohol and non-alcohol non-refillable deposit-bearing beverage containers, you will also start receiving payments from Encorp for refillable deposit-bearing containers (refillable glass beer bottles).

Please refer to your *Redemption Centre Service Agreement* with Encorp for payment details.

OTHER RECYCLABLES

Encorp only manages the recycling of deposit-bearing beverage containers. Please refer to your appropriate service providers regarding instructions for all other types of recyclables your RC may be collecting from consumers, such as e-waste and paint, non-deposit-bearing containers, packaging and paper products, etc. Note that non-deposit-bearing beverage containers and packaging and paper products are the responsibility of Circular Materials (circularmaterials.ca/producer-province/new-brunswick). Check with them if your centre should or should not accept these from the public and refer to their instructions.

QUESTIONS/CLARIFICATIONS

Encorp will provide each RC with a helpful *RC Operations & Logistics* binder. This binder is meant to help RC operators and staff by having all the guides, instructions, and notices related to operations and logistics in one place. All documents that will be included in this binder are currently posted to our website (*Operations & Logistics* web page in the *RC Operators* menu – encorpatl.ca/rc-operators/operations-logistics). We encourage you to review these documents in preparation for April 1, 2024.



Please contact Gilles Doucette, Director of Operations (506.389.7325 or gilles.doucette@encorpatl.ca), or Patrick Surette, Implementation Coordinator (506-800-1424 or 506-389-7320 ex 1424 or patrick.surette@encorpatl.ca), should your RC have any questions or concerns regarding operations and logistics in effect as of April 1, 2024.