



# **ABDA**

## **SUPPORTING A SUCCESSFUL & VIABLE DEPOT NETWORK**

**ALBERTA BOTTLE DEPOT ASSOCIATION  
GUIDE FOR MEMBERS**

**November 2020**



**ABDA.CA**



# Guide.

## We work hard to ensure you:

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- **are compensated fairly for the work you do;**
- **have new and ongoing opportunities to increase the value of your business, including to:**
  - **generate revenue,**
  - **decrease operating costs, and/or**
  - **protect and grow the value of your assets;**
- **are informed of emerging industry risks, opportunities, and/or proposed changes;**
- **feel confident that we are effectively:**
  - **representing your interests during industry discussions that have the potential to affect the value of your business or change requirements for your operations,**
  - **advocating for positive developments that solidify the role and value of Depots in Alberta's recycling systems, and**
  - **putting forward ideas and solutions to protect your interests and increase beverage container recycling in Alberta; and**
- **get answers to your questions about service agreements, regulatory or policy requirements, and industry developments.**

We also work hard to get Albertans and as many of their beverage containers as possible into your Depots. To do this, we help Albertans:

- find Depot locations throughout Alberta;
- value and respect the work of Depot operators and staff;
- know their rights as customers, and feel encouraged and supported to recycle their beverage containers; and
- understand and appreciate all the ways Depots improve quality of life in Alberta.

In the following pages, you will find information about who we are and what we offer, how we add value for our members, and how you can gain the most benefit from our efforts.

If you don't find what you're looking for then we're only a phone call, email, or [Quality Monitoring System \(QMS\)](#) away and are always happy to hear from you.



## TABLE OF CONTENTS

|    |  |
|----|--|
| 5  | MESSAGE FROM THE PRESIDENT   |
| 6  | WHO IS THE ABDA?   |
| 8  | WHAT CAN THE ABDA DO FOR ME?   |
| 9  | INDUSTRY RELATIONS   |
| 11 | NEGOTIATING HANDLING COMMISSIONS & SERVICE CONTRACTS                     |
| 12 | SUBJECT MATTER EXPERTISE   |
| 13 | MEMBER ORIENTATION & TRAINING  |
| 15 | DEPOT BRANDING & PUBLIC RELATIONS  |
| 16 | COMMUNITY PROGRAMS & RECOGNITION   |
| 18 | GOVERNMENT RELATIONS   |
| 18 | NETWORKING & PROFESSIONAL DEVELOPMENT                                    |
| 20 | ADDITIONAL OFFERINGS   |
| 23 | HOW DOES ALBERTA'S BEVERAGE CONTAINER RECYCLING SYSTEM WORK?             |
| 26 | THE GROUPS REPRESENTED IN ALBERTA'S BEVERAGE CONTAINER MANAGEMENT SYSTEM |
| 26 | BEVERAGE CONTAINER RECYCLING IN ALBERTA                                  |
| 28 | WHAT HAS THE ABDA ACCOMPLISHED FOR ME?                                   |
| 34 | HOW DO I BECOME A MEMBER OF THE ABDA?                                    |
| 35 | HOW ARE MY MEMBERSHIP FEES CALCULATED?                                   |
| 36 | WHO IS MY ABDA TEAM?   |
| 39 | HOW DO I WORK WITH THE ABDA?   |
| 40 | CLIENT CHANNELS  |
| 40 | GLOSSARY   |
| 43 | INDEX  |

# MESSAGE FROM THE **President**



In 2021, the Alberta Bottle Depot Association (ABDA) will celebrate 45 years serving our members. This milestone is more than an anniversary. It is recognition of the critical role of Depots in Alberta's recycling systems and in sustaining healthy communities.

Alberta was the very first province in Canada to have a Ministry of Environment. The Ministry was created in 1971 and, the same year, the government passed the Beverage Container Act, which came into full force in January 1972 and made retailers responsible for refunding deposits on soft drinks. Later in 1972, the government passed its Litter Act as well as the Beverage Container Amendment Act, which extended deposits to "liquor" and created the concept of a Universal Bottle Depot. Just a few short years later, in 1976, the ABDA was formed to help fuel the entrepreneurial drive, passion, and ingenuity that is alive and well in Alberta's Depot industry. We took on the roles of supporting, advocating for, representing, and building the reputation of Alberta's independent Depots – and have continued through all the societal changes that have shaped the system up to today.

Now, closing in on half a century later, our mission - to support a successful and viable Depot network for all Albertans - remains steady and our work to achieve it continues to evolve.

Today, Albertans expect more than ever before. They have moved far beyond thinking of beverage containers as "litter". Many want to understand that their recycling efforts are having a positive environmental impact. Others want a great customer experience when visiting a Depot. Others still want to know how Depots, as local businesses, contribute to their communities.

Our role is to help you understand and rise to Albertans' expectations – which you continue to do. It is also to ensure that our industry regulators, industry partners, and Albertans see, appreciate, and support all of the great work that you do. You are economic engines for green, local jobs. You are community builders investing in local infrastructure and supporting community initiatives. You are an important source of income for community groups, charities, and other populations.

**Your achievements are worth celebrating.  
Your contributions deserve to be seen.**

We created this guide to showcase all the ways that we are dedicated to your success. Speaking plainly, our ABDA team is here to work with you and for you to ensure that Depots continue to be Alberta success stories for many years to come.

**Jerry Roczkowsky**  
*President, Alberta Bottle Depot Association*



# Who is the ABDA?



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**We are a member-based and member-driven association for Alberta Depots. We work to understand and advance the priorities and collective interests of our more than 220 member Depots.**

**We want to ensure that Albertans, as well as Alberta’s decision-makers and influencers, recognize the part you, as a Depot, play in:**

- taking care of our environment;
- creating green and local jobs;
- creating alternative streams of income and fundraising opportunities; and
- community building (e.g., charitable contributions, sponsorships, community investments).

**To do this, we work to help ensure Depots are:**

- viable and sustainable as independent businesses;
- visible and trusted by Albertans;
- celebrated in your local communities for your contributions; and
- respected, heard, and considered by the organizations that make the rules for Alberta’s regulated beverage container recycling system (i.e., the Government of Alberta and the Beverage Container Management Board, or the BCMB) and our industry partners (i.e., the Alberta Beverage Container Recycling Corporation, or the ABCRC, which is also Alberta’s Collection System Provider, or CSA, and Collection Service Providers, or CSPs, which include the Alberta Beer Container Corporation, or ABCC, and its agent Brewers Distributor Ltd., or BDL)

**Our Mission**



**Supporting a successful and viable Depot network for Albertans.**

**Operating as a Society**



We are a registered society under Alberta’s Societies Act. A society is a legal entity and, like non-profit organizations, must direct its profits back into its work. Our obligations as a society are set out in Alberta’s Societies Act and associated regulations. We also operate according to a set of association-specific by-laws, which our members can view on the [ABDA Members Portal](#).

# What can ABDA do for me?

When you are an ABDA member, we work on your behalf to meet your needs - as a member of our provincial Depot network and, whenever possible, as an individual Depot.

To do this, we:

- **create opportunities** to get to know you and your Depot, including your strengths, challenges, and needs;
- **establish and implement short and long-term priorities** that advance the ABDA's mission;
- conduct extensive research to better **represent your interests** in the intensive, and sometimes adversarial, industry negotiations that establish your rate of pay and your obligations under **service agreements**; and
- **lead Alberta-wide corporate social responsibility, recognition, and brand building programs** to build your reputation and that of all our members.

|   |  |   |   |
|---|--|---|---|
|  <p><b>INDUSTRY RELATIONS</b></p>                    |  <p><b>NEGOTIATING HANDLING COMMISSIONS &amp; SERVICE CONTRACTS</b></p> |  <p><b>SUBJECT MATTER EXPERTISE</b></p> |  <p><b>MEMBER ORIENTATION &amp; TRAINING</b></p>         |
|  <p><b>DEPOT BRANDING &amp; PUBLIC RELATIONS</b></p> |  <p><b>COMMUNITY PROGRAMS &amp; RECOGNITION</b></p>                     |  <p><b>GOVERNMENT RELATIONS</b></p>     |  <p><b>NETWORKING &amp; PROFESSIONAL DEVELOPMENT</b></p> |



# Industry Relations



| WHAT WE DO  | HOW IT BENEFITS YOU  |
|---|--|
| <p>We represent your interests to the BCMB during its Board meetings, administrative meetings, consultations, and negotiation processes.</p>  | <p>Your interests are presented and, where required, defended when the BCMB:</p> <ul style="list-style-type: none"> <li>• considers and/or introduces new by-laws, policies, and/or processes that have the potential to affect you and/or your customers;</li> <li>• invites input into its decision-making processes through stakeholder consultation; and</li> <li>• leads regulated negotiation processes, such as the Handling Commission Review.</li> </ul> <p>You receive credible, timely information about industry issues, opportunities, and decisions.</p> |
| <p>We nominate four members, including the ABDA President and three Depot representatives, to the BCMB Board of Directors.</p>  | <p>Your perspectives, experiences, and needs are shared with the BCMB and considered in the BCMB's Board planning, deliberations, and decision-making.</p>   |
| <p>We represent your interests to the CSA (i.e., the ABCRC) and CSPs (e.g., the ABCC and its agent BDL) to:</p> <ul style="list-style-type: none"> <li>• manage industry-wide and individual Depot issues;</li> <li>• establish mutually agreeable Service Agreements (i.e., related to collection and transport of beverage containers for material recovery); and</li> <li>• recommend innovation and best practices that enhance the recycling logistics for Depots and the recycling experience for Albertans.</li> </ul>   | <p>You receive the best available outcome with the ABDA negotiating as a single voice on behalf of Depots.</p> <p>You save the time, money, and energy required to navigate sometimes complex and often resource-intensive industry issues, opportunities, and administrative necessities (e.g., Service Agreements).</p>  |
| <p>We participate on three tri-party industry committees with the BCMB and the ABCRC:</p> <ul style="list-style-type: none"> <li>• the Industry Leadership Committee (ILC), which focuses on joint industry opportunities and issues management;</li> <li>• the Joint Marketing Committee (JMC), which focuses on joint initiatives (i.e., marketing and education) that encourage and support Albertans to recycle; and</li> <li>• the Operations Sub-committee, which focuses on maintaining and enhancing industry operational processes and practices that support effective and efficient beverage container collection, transport, and processing.</li> </ul> | <p>You can escalate ideas, opportunities, and issues to the ABDA, and trust that we will do our due diligence to:</p> <ul style="list-style-type: none"> <li>• learn about them and explore what they mean for you and the Depot network; and</li> <li>• navigate them with the BCMB and the ABCRC.</li> </ul> <p>You receive ongoing support to increase Depots' visibility and reputation with Albertans.</p>  |
| <p>We scan our external environment for industry issues, emerging societal trends, and potential for changes to public policy, and we assess what they could mean for Depots.</p>   | <p>You receive information and advice on when and how to manage emerging risks and/or capitalize on emerging opportunities.</p> <p>You benefit from the ABDA's efforts to seek out, explore, and develop strategies to help Depots manage emerging risks (e.g., access to personal and protective equipment, or PPE, during the 2020 pandemic) and capitalize on opportunities (e.g., exploring the possibilities of a deposit return system for cannabis packaging materials).</p>  |
| <p>We build partnerships with other stakeholders, such as vendors and service providers, who we know to provide helpful, quality, and fair access to products and services that are required by or benefit Depots.</p>  | <p>You can feel confident that you're working with well-respected, best-in-class industry vendors and service providers with offerings and, often pricing, that are negotiated by the ABDA and beneficial to Depots.</p>   |

## Working with the Collection System Agent

The Government of Alberta requires manufacturers of beverages in non-refillable containers that are sold or distributed in Alberta to use and maintain a common collection system. Manufacturers are also required to appoint an agent, known as the Collection System Agent (CSA), to operate the common collection system. In Alberta, the Collection System Agent is the Alberta Beverage Container Recycling Corporation (ABCRC). The ABCRC operates as a not-for-profit organization and, as the CSA, is responsible for collecting, transporting, processing and ensuring the non-refillable containers collected by Depots are ultimately recycled. In its role, and with the help of Depots, the ABCRC processes more than 150,000 different types of non-refillable containers – or more than 1.9 billion containers in 2019.

It also compensates Depots for their role in receiving and sorting containers, providing customers with their refunds, and readying containers for transport. This makes the ABCRC one of your and the ABDA's most important partners. Depot operators and staff interact with representatives of the ABCRC, including its carriers, on a regular basis. Our ABDA administrative team also interacts with the ABCRC frequently – often several times in a day or week. It's thanks to these frequent interactions and a shared commitment to environmental leadership that Depots and the ABCRC have earned one of North America's most successful and efficient beverage container recycling partnerships and one of the highest non-refillable beverage container return rates at 85%.



## Access to Reputable Vendors and Service Providers

To further our mission of “supporting a successful and viable Depot network for Albertans”, we identify and maintain relationships with a number of vendors and service providers who can offer helpful and quality products and services required by or beneficial to Depots. You can find a list of our partnerships, including products, services, and, where applicable, Depot pricing, at [ABDA.ca/preferred-vendors](http://ABDA.ca/preferred-vendors). We welcome recommendations for new vendors and will do our due diligence to ensure they are an appropriate fit for the Depot network.





# Negotiating

## HANDLING COMMISSIONS & SERVICE CONTRACTS

| WHAT WE DO   | HOW IT BENEFITS YOU   |
|--|---|
| We bring together and lead a professional and highly qualified team of experts to negotiate optimal outcomes in the process to set new Handling Commissions. | You benefit from having high-caliber representation that would be cost prohibitive to any one Depot or grouping of Depots.  |
| We negotiate fair pay for fair work contracts through the Handling Commission Review.  | Your Depot is represented in an intensive and complex process overseen by the BCMB to establish compensation for Depots.<br><br>The Handling Commission Review is unique to Alberta, and it ensures that your compensation reflects economic trends.  |
| We negotiate the Service Agreements in place with the CSA (i.e., the ABCRC) and the CSPs (e.g., the ABCC and its agent BDL).                                 | Your Depot becomes a signatory to Service Agreements that have been thoroughly reviewed and determined to be fair and beneficial to Depots.<br><br>You can feel confident that your Service Agreements clearly and fairly outline your roles, responsibilities, and obligations and those of the CSA or a CSP, including the manner and frequency of collections, the manner and frequency of your payments, and other matters related to the efficient operation of the collection system. |



# Subject Matter Expertise



| WHAT WE DO  | HOW IT BENEFITS YOU  |
|---|--|
| <p>We get to know you, your business, and your goals as a Depot, and we strive to understand your unique opportunities and challenges as well as common opportunities and challenges across groups of Depots (e.g., rural, urban, metro locations; northern, central, southern regions; longstanding operators, new operators).</p> | <p>You receive:</p> <ul style="list-style-type: none"> <li>• information, advice, support, and, where relevant, guidance to overcome challenges and pursue goals that are unique to your Depot; and</li> <li>• support to navigate fair, just, and reasonable solutions that affect groups of Depots in different ways or all Depots in a common way.</li> </ul> |
| <p>We monitor industry QMS tickets and assess them for frequent, common, and systemic issues.</p>   | <p>We proactively identify issues that negatively affect Depots, and we flag them for our stakeholders and, when required, regulators to seek solutions.</p>   |
| <p>We answer your questions about the Service Agreements and help you navigate any concerns that come up during your interactions with:</p> <ul style="list-style-type: none"> <li>• the BCMB;</li> <li>• the CSA;</li> <li>• the CSPs; and</li> <li>• other industry stakeholders.</li> </ul>                                      | <p>You have ready access to our experienced, knowledgeable team members to get informed and helpful answers about:</p> <ul style="list-style-type: none"> <li>• Alberta’s regulations and policies, and how they affect your operations and business; and</li> <li>• Service Agreements and how they affect your operations and business.</li> </ul>             |
| <p>We provide annual Uniform Code of Accounts (UCA) reviews at the end of your fiscal year at your request, prior to you submitting your data to the BCMB’s designated Data Collection Agent (DCA).</p>   | <p>You can feel confident that you are submitting accurate data to the BCMB through its designated DCA. This will save you any further reconciliation work. It also ensures that the BCMB receives an accurate picture of Depots’ finances, which helps to build ABDA’s case for fair Depot compensation during each Handling Commission Review.</p>             |
| <p>We provide advice and information (e.g., inventory management, cash control, fraud prevention) to help you adopt operational best practices.</p>   | <p>You operate safely, securely, efficiently, and effectively and add value to your business.</p>  |
| <p>We create tools, resources, and training opportunities that help you to engage influencers in your communities to support or advocate for positive change.</p>   | <p>You have access to best practice advice, guidance, and ready-to-use tools to build relationships with local influencers and make informed arguments for change that benefit you, your business, your customers, and your community.</p>   |

# Member Orientation & Training



## WHAT WE DO

We provide orientation to new Depot owners and/or your operations teams as part of the process to receive an operating permit from the BCMB.

We develop and offer information, training materials, and activities to help you navigate any changes anticipated or happening within Alberta's beverage container recycling system or business environment.

## HOW IT BENEFITS YOU

If you're a new Depot operator, you:

- will understand your operating obligations as well as opportunities to run a successful and viable Depot;
- can demonstrate to the BCMB completion of the training required to receive an operating permit and open for business; and
- will learn first-hand about the ABDA's services and get hands-on experience to help translate Service Agreements, BCMB by-laws, etc., into daily operations.

You have best practice information to consistently provide a quality customer experience and meet Alberta's regulatory and policy requirements.



## Providing Information and Training Materials During COVID-19

Beginning in March 2020, our administrative team faced an unprecedented challenge – helping you navigate nearly daily changes to Alberta’s public health policies amidst the rapidly evolving conditions of a global pandemic.

While fast-moving and highly demanding, we chose to take a focused and measured approach to the emerging conditions by:

- identifying the most credible and up-to-date sources of federal and provincial policy developments and reviewing their announcements and decisions daily;
- developing a COVID-19 working group with the BCMB and the ABCRC to jointly review new information and make decisions for the benefit of our larger sector; and
- providing information updates, advice on effective public health strategies and business decisions, and materials outlining industry health and safety requirements, recommendations, and changes to processes to you regularly during the early stages of COVID-19’s presence in Alberta.



As of October 2020, we continue to:

- seek opportunities that will help protect your health and safety and that of your customers;
- monitor any changing conditions as Alberta relaunches its economy;
- share new information and recommendations relevant to your business as they come available; and
- seek opportunities to help ensure that your business and contributions remain visible, supported, and viable through the global pandemic and beyond.

We take our commitment to support you through challenging times, protect your interests as independent businesses and critical parties in Alberta’s beverage container recycling system, and advocate on your behalf seriously. We do this best by working closely with our sector, including the BCMB and the ABCRC, to identify where we have and where we can advance common goals, and where we have differing or opposing views yet a shared desire to find solutions and protect the integrity of our sector. In the case of the pandemic, we actively worked on your behalf to ensure our industry regulator considered Depots’ roles as independent businesses and essential services when it was trying to be decided whether to instate temporary closures across the sector. Once the decision to offer Depots the choice to remain open was made, the focus shifted to ensuring that Depots had access to current and accurate information as well as PPE to operate safely.

# Depot Branding & Public Relations



| WHAT WE DO   | HOW IT BENEFITS YOU   |
|--|---|
| We manage <a href="#">FindaDepot.ca</a> and <a href="#">ABDA.ca</a> , and provide input into the content on <a href="#">AlbertaDepot.ca</a> , which is currently managed by the ABCRC.   | Your customers and stakeholders have access to current, consistent, and helpful information about Alberta Depots' locations, contact information, operating hours, operations, and community contributions. |
| We own and protect the integrity of the "Depot - It's Worth It" brand, and we provide you: <ul style="list-style-type: none"> <li>• the right to promote your affiliation with the brand; and</li> <li>• access to marketing and communications materials and opportunities that help you promote your affiliation with the brand and the ABDA.</li> </ul> | Your Depot is recognized as part of Alberta's well known, credible network of Depots.   |
| We share information and stories about your successes and contributions with the media and Albertans.  | Your customers and stakeholders understand who you are, what you offer, and why you're important to your community and Alberta.   |
| We work with the ABCRC on its marketing and communications campaigns to Albertans, including print, digital, and public education and outreach.  | Your customers and stakeholders receive consistent information about Alberta's beverage container recycling system, how to participate in it, and what they can expect for a refund.                        |



**Albertans can easily locate your Depot and hours of operation by visiting our [FindaDepot.ca](#) website.**



# Community PROGRAMS & RECOGNITION

| WHAT WE DO   | HOW IT BENEFITS YOU   |
|--|---|
| <p>We develop, operate, and promote a provincial corporate social responsibility program called <i>Cans for Kids</i>.</p>  | <p>Your customers and stakeholders recognize that Depots contribute to:</p> <ul style="list-style-type: none"> <li>• your communities;</li> <li>• the province; and</li> <li>• charities that benefit the wellbeing of children and their families throughout Alberta.</li> </ul>   |
| <p>We develop, operate, and promote recognition programs (e.g., Applaud a Depot, Service Excellence Awards) and events (e.g., Annual Industry Excellence Awards with the BCMB and the ABCRC) that celebrate the work, efforts, and achievements of Depots for exceptional customer service, community contributions (e.g., fundraising initiatives, partnerships, community investments) and outstanding operations.</p> | <p>Your employees and teams are recognized and celebrated for their innovation, community spirit, and operational excellence, and are motivated and encouraged to continue to demonstrate leadership that benefits your individual depot and the larger sector. Your team and your Depot are profiled within the industry, to the public, and, when possible, through local and provincial media.</p> |



## Sharing Your Community Contributions with Albertans

Along with quickly and easily locating nearby Depots, checking a location's operating hours, and providing Depot contact information, [findadepot.ca](http://findadepot.ca) allows you, your customers, and Albertans to see how much your Depot has contributed to the province-wide Cans for Kids program.

Your tally is updated every time regularly as you submit refunds directed to the program to the ABDA. Participating in the Cans for Kids program is a great way for you to show that you care about Albertans' health and wellbeing, create promotional and media opportunities for your Depot, and give Albertans a hassle-free, meaningful, reputable way to turn their beverage containers into community contributions.





## Community Spirit, Community Care

Alberta has been no stranger to adverse events over the past number of years, including the 2013 floods that gave “hell or high water” new meaning in Southern Alberta, and the 2016 wildfire that swept through Fort McMurray and neighbouring communities to force upwards of 80,000 people from their homes.

Despite the mass devastation, Albertans showed their fortitude, spirit, and care in unprecedented ways, and so did Alberta Depots.

One of Alberta’s longstanding providers of emergency response services and support is the Canadian Red Cross. During both the 2013 and 2016 events, the Canadian Red Cross invited cash donations from Albertans and beyond. Depots saw an opportunity to step up for their colleagues, communities, and fellow Albertans. **In each instance, they worked with the ABDA to coordinate bottle drives, accept cash donations, and raise more than \$10,000 for the Canadian Red Cross.**

While this fundraising alone is a tremendous show of support and care, Depots also identified other unique and individualized ways to support their colleagues and communities, including, in 2016, **hiring and offering temporary housing to Depot staff displaced and affected by the Fort McMurray wildfire.**

Alongside Depots and the ABDA, the ABCRC also demonstrated its own community spirit and care, including its commitment to Depots’ success through Alberta’s disastrous events. The ABCRC stood out in 2013 during the Southern Alberta floods for taking a highly solutions-focused approach to keeping Depots, as an essential service, operating. Its trucks literally went the extra mile, rerouting to avoid road closures, to pick up and process beverage containers and demonstrate that its commitment to Albertans, our recycling community, and Depots runs deeper than the water levels that caused \$1.7 billion in damages and 32 local states of emergency.

# Government Relations



| WHAT WE DO   | HOW IT BENEFITS YOU  |
|--|--|
| We build relationships with provincial elected officials and department staff (i.e., from Alberta Environment and Parks) so they consider your interests and feel comfortable and confident considering the ABDA's input and advice as part of their decision-making processes.                                | Your contributions to Alberta's economic, social, and environmental goals, sector challenges, and business challenges are better understood by the elected officials who establish Alberta's legislation, regulations, and policies, and your interests are more likely to be represented in their decision-making processes.  |
| We monitor emerging issues (including national, provincial, and local environmental law, policy, and trends) and developments in business and operational best practices to assess their potential impact on Alberta's beverage container return and recycling rates and Depots' viability and sustainability. | You receive credible, timely information about industry issues, opportunities, and changes affecting or showing the potential to affect Depots, and support and/or recommendations to help proactively and effectively respond to them.  |
| We create tools, resources, and training opportunities that help you to build relationships with municipal elected officials and your local Member of the Legislative Assembly (MLA) (i.e., your representative within the provincial government).   | <p>You can learn how to build your profile and effectively represent your business and customers' interests in your local community and/or area (e.g., municipality).</p> <p>You can also help the larger Depot network advance its interests by building a positive, trust-based relationship with your local MLA by helping him or her recognize the value and achievements of Depots.</p> |

# Networking & PROFESSIONAL DEVELOPMENT



| WHAT WE DO   | HOW IT BENEFITS YOU   |
|--|---|
| We provide networking, learning, and engagement opportunities for you to connect with us, other members, and other industry partners and stakeholders. | <p>You get the opportunity to build relationships and share ideas, experiences, and information, as well as participate in:</p> <ul style="list-style-type: none"> <li>opportunities to share your thoughts and ideas with the ABDA; and</li> <li>training and information sessions to learn about Alberta's regulated beverage container recycling system and how to add to the value of your business.</li> </ul> |

## New Training Opportunities

In early 2020, the ABDA hired a new position: Manager of Business Services. While a more complete description of the role for this new manager is outlined on page 37, an important part of the role is to develop and offer education programs to help create ongoing and long-term value for Depots.

As of summer 2020, one new program is operational and another is in development:

- Depot operators or their accountants can contact the ABDA to access assistance with reviewing their UCA before it is submitted to the BCMB's DCA. As part of this offering, our Manager of Business Services works directly with you or your accountant to review your approach to reporting your UCA data. We also ensure that the BCMB has the best possible information to work from during the Handling Commission Review.
- The second new education program, which will be offered leading into 2021, will focus on the Handling Commission Review process. The training will explain the review process, including roles, responsibilities, and key milestones to establish a handling commission rate. It will also help members understand our commitments to you and how we participate in the process as well as your rights and opportunities to participate throughout the process.



# Additional Offerings

In addition to our ongoing service offerings, we create additional opportunities to support you and add value to your business. Among them are our industry conference, stand-in representation, and our specialized, unique to Alberta fee-for-service point of return (POR) software systems.

## INDUSTRY CONFERENCE

**We have hosted an industry conference for more than 20 years.**

As part of our industry conference, we invite you, the BCMB, our industry partners, government officials, industry thought leaders, and industry suppliers to network, attend learning events, and celebrate your successes and those of Alberta's recycling industry.

As an ABDA member, you pay a reduced rate to attend and participate in the conference activities.

In recent years, the conference has included an on-site vendor trade show offering best practice materials and technologies to enhance the value and efficiencies of your business.

For our members' convenience, we also typically host our Annual General Meeting (AGM) on a date immediately preceding or following the conference.



## STAND-IN REPRESENTATION

We recognize there are times when the location or timing of a meeting or the complexity of an issue will create undue hardship for you and your business. Upon request and with your permission, we can temporarily step in to represent your interests. Providing us permission to attend a meeting or speak on your behalf is known as proxy representation.

Proxy representation is an acceptable and recognized practice in our industry. It is, as an example, referenced as an option in your Service Agreements as part of dispute resolution. It is a common practice when the CSA or a CSP requires you to have a Depot representative present in person for a meeting or review and this presents a significant hardship (e.g., distance to travel) to you.

It can also be beneficial if you require advice or subject matter expertise to resolve a concern (e.g., the ABCRC flags an issue in a beverage container audit and you require more information or supporting images to respond); a member of our administrative team can facilitate a helpful exchange of information or resolution.

While it isn't always appropriate to appoint a proxy representative and we can't always be available, our team will do its best to help you out whenever we can or provide you with information about any applicable alternatives.

You can request proxy representation through the [QMS](#), which the BCMB requires Depots to use as part of your operations, or call us at 780.454.0400 or toll-free 1.877.787.2232.

Our administrative team also monitors interactions in the QMS and will reach out if we see an opportunity to support you.

## **FEE-FOR-SERVICE POINT OF RETURN (POR) SOFTWARE**

Effective December 31, 2020, the BCMB will require Depots handling six (6) million containers per year or more to use an approved Point of Return (POR) software system.

With this requirement and our members' collective need for a low cost, high quality, well-supported POR software option, we developed and offer two specialized, unique to Alberta, fee-for-service, Depot management POR software systems:

- rePOR, our cloud-based platform; and
- Solum, our in-depot, localized platform.

Both programs are specifically designed to help you meet the BCMB requirement and achieve operational excellence by:

- supporting more accurate beverage container tallies;
- providing one-touch reporting;
- building consumer confidence by providing a transparent tally of the type and number of beverage containers they return and the refund they will receive;
- providing tools to manage your staff, including tracking their working hours; and
- creating electronic shipping records, which are sent directly to the ABCRC to help them anticipate and reconcile the number and type of containers they will receive.

rePOR also includes additional functionality. Beta-tested in 2016 and launched in 2017, it:

- provides enhanced data protection and integrity by automatically performing backups to an ABDA-managed cloud server;
- is able to present information and reporting as visual and graphical summaries; and
- supports QuickDrop services and transactions.

Worth noting is that QuickDrop allows customers to drop off their beverage containers at a Depot and rePOR allows the Depot to track financial interactions with the customer, including the refund owed to a customers and, once payment is issued, the payment history.

When you choose to use rePOR or Solum as your POR software system, the ABDA ensures you receive:

- software installation and a customized set up to meet your specific needs.
- system training;
- advice to identify your required hardware and reputable vendors to supply it;
- ongoing software support and troubleshooting;
- ongoing software maintenance; and
- ongoing software development to improve the program and ensure it keeps up to your needs and industry requirements.

As a fee-for-service offering, it is helpful to know that ABDA developed and designed its software services to specifically cater to the business models and needs of Depots, including low-cost subscription-based access. Your software fees are calculated on a per container basis, meaning that prices scale depending on your volume and, accordingly, revenues. As of 2020, the fees are set at \$0.00024 per container received and approved by the ABCRC up to a maximum of \$2,400 per Depot per calendar year. We also offer a unique payment system that requires very little administration. Given our long-term working relationship with the ABCRC, Depots that choose to use an ABDA-owned and supported POR system have the fee automatically debited by the ABCRC and paid directly to us.



**For more information about rePOR or Solum or to request the software system and supporting service for your Depot, please call us at 780.454.0400 or toll-free 1.877.787.2232.**



# Recycling Results

In 2019, Albertans recycled **1,934,928,668** non-refillable beverage containers, which **diverted 98,958,250 kilograms** of material away from landfills.

This makes up **97.1%** of the beverage containers recycled in Alberta.

In addition, there were **58,252,320 refillable** containers that were collected, refilled, and sold back into the Alberta marketplace.





# How does Alberta's Beverage Container Recycling System Work?



**First**, it is important to know that Alberta has **one of the most successful beverage container recycling systems in the world**. In 2019, **Albertans recycled 85%** of the beverage containers sold in the province.

**Second,** it is important to know that Alberta has a **regulated deposit return beverage container recycling system**. This means that the Government of Alberta puts rules, called regulations, in place to describe how beverage container recycling will work in our province. Alberta's **Beverage Container Recycling Regulation** explicitly names Depots as points of collection or "a place operated as a business for the collection of empty containers" in Alberta's recycling system. This is important because it means that the Government of Alberta recognizes the value and rights of Depots as businesses to encourage, support, and benefit from Albertans' beverage container recycling practices in the province.

**Third,** the Government of Alberta appointed a Delegated Administrative Organization (DAO), the BCMB, to regulate Alberta's beverage container recycling system (i.e., make sure that the entities that participate in the system follow the rules set out in the regulation) and develop policies and programs that enable efficient and effective beverage container recycling.

## Why do these three things matter to you?

They matter because the Government of Alberta and the BCMB govern Alberta's beverage container recycling system by making decisions to help optimize it. This means that they make decisions that affect you and the other groups that operationalize the beverage container recycling system (e.g., manufacturers, retailers, consumers, Depots, the CSA, the CSPs). However, they don't physically participate in the efforts to collect and recycle beverage containers themselves.

As a Depot, you want your government and regulator to make decisions in your best interest. This means that it's important for them to understand:

- your role in the system and how you work with the other groups;
- the value that you add to the system;
- the opportunities that you see to modernize and enhance the system; and
- the challenges that you experience in the system.

## Legal Rules for Beverage Container Recycling

Alberta's regulated beverage container recycling system falls under **Alberta's Environmental Protection and Enhancement Act** and the **Beverage Container Recycling Regulation**.

These are the legal rules that describe how Alberta's beverage container recycling system will operate to achieve its desired environmental goals. The Beverage Container Recycling Regulation also enables the BCMB to establish additional legal rules to maintain and/or improve the integrity and functionality of the recycling system.

## Deposit Return Requirements

Alberta's regulated deposit return system requires consumers to pay a deposit on beverage containers that are registered for sale in our province, and it ensures consumers receive **an equivalent refund** when they return the beverage container to your Depot.





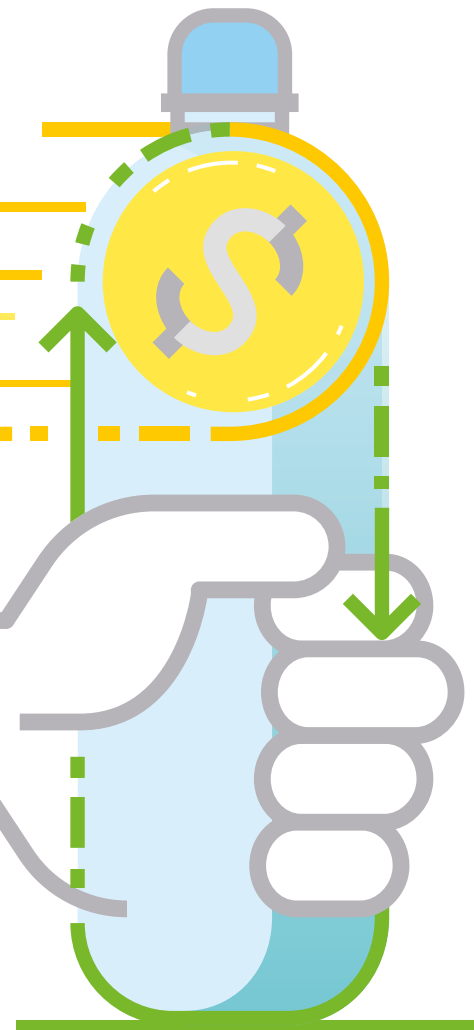
**Of course, all of the other groups with a role in operationalizing the beverage container recycling system want the same thing.**

## **This is where the role of the ABDA comes into play.**

As the association that represents Depots, we participate in the system by representing you. We liaise with the regulators to help them understand who you are and what you need to succeed. We help you navigate pressing issues that affect your Depot or a group of Depots so you're not unfairly disadvantaged. We work closely with the other groups in the system so that we can find mutually beneficial solutions to tackle together, and that don't necessarily require the involvement of the regulators or additional rules for the system. We fulfill all of the services outlined in *What Can The ABDA Do For Me?* to get the best possible outcomes for Depots.

### **The Role of Depots in Alberta**

Unlike in some provinces, Alberta specifically names Depots and the important role you play in collecting beverage containers and providing Albertans refunds in its **Beverage Container Recycling Regulation**. This is important because it is a direct acknowledgement of both your historical success and ongoing importance in Alberta's beverage container recycling system. The ABDA is recognized and supported by Alberta's governing bodies and the groups that operationalize Alberta's beverage container recycling system as the representative for our member Depots. For example, the ABDA represents all Depots in Service Agreement negotiations.



# The Groups Represented in Alberta's Beverage Container Recycling System

To help you understand the roles of the many groups that participate in governing and operationalizing Alberta's beverage container recycling system and how beverage container recycling works in Alberta, we created:

- a table that outlines the different groups that play a role in governing or operationalizing Alberta's beverage container recycling system and a description of their roles; and
- a diagram that illustrates how beverage containers flow from beginning to end of life, including recycling to initiate new life for the container materials.

## GOVERNING

| GROUP                        | ROLE   |
|------------------------------|--|
| <b>Government of Alberta</b> | Establishes the regulatory framework, including roles, responsibilities, and minimum goals, that provides authoritative direction on how beverage containers will be managed for recycling in Alberta.   |
| <b>BCMB</b>                  | Works on behalf of the Government of Alberta as its DAO to regulate (i.e., oversee implementation of the regulatory framework) Alberta's beverage container recycling system, including: <ul style="list-style-type: none"> <li>• developing policy, standards, and programs that outline and enhance the recycling system and enable beverage containers to be recycled;</li> <li>• registering all regulated beverage containers sold in Alberta which, as a result, will be managed within the deposit return system; and</li> <li>• leading compliance assurance mechanisms (e.g., education, inspections, audits), enforcement (e.g., penalties), and the investigation and prevention of fraud.</li> </ul> |

## OPERATIONAL

| GROUP   | ROLE  |
|---|---|
| <b>Manufacturers (e.g., The Coca-Cola Company, PepsiCo., Nestlé Canada)</b> | <ul style="list-style-type: none"> <li>• Act as the first seller for beverages into Alberta (i.e., the beverage may be sold to retailers before reaching consumers).</li> <li>• Seek and obtain registration of their beverage containers through the BCMB prior to selling or distributing them in Alberta.</li> <li>• Pay the value of the beverage container deposit and Container Recycling Fee (CRF) to the ABCRC and, as desired, pass these costs along to retailers who then have the option to pass them along to consumers.</li> </ul>  |
| <b>Retailers</b>  | Sell or distribute registered beverage containers to consumers, including through outlets, vending machines, and lodging, eating, and drinking establishments, and charge any applicable deposits and CRFs to consumers.  |
| <b>Collection System Agent (CSA) (i.e., ABCRC)</b>                          | <p>Act as the agent for beverage manufacturers in Alberta to collect, transport, process, and recycle <u>non</u>-refillable beverage containers from Depots – where containers are collected from consumers.</p> <p>The ABCRC holds deposit funds until beverage containers are returned to a Depot. Depots provide refunds to people who return beverage containers. The ABCRC reimburses Depots the refunds and, in addition, pays a per-container handling commission (i.e., an additional payment for receiving and sorting containers to ensure clean material streams). With non-refillable containers, the ABCRC takes the materials sorted by Depots, bales or crushes them to densify the materials for shipping, and transports them to the appropriate materials processor.</p>      |
| <b>Collection Service Providers (CSPs) (e.g., ABCC on behalf of BDL)</b>    | <p>Act as the agent for other entities, like brewers, to collect, transport, process, and recycle refillable beverage containers from Depots - where containers are collected from consumers by Depots.</p> <p>The Collection Service Providers holds deposit funds until the refillable beverage containers are returned to a Depot. Depots provide the refund to people who return beverage containers. The Collection Service Provider reimburses Depots the amount of the refund and, in addition, pays a per container handling commission (i.e., an additional payment for receiving and sorting containers to ensure clean material streams). With refillable containers, the Collection Service Providers sanitize the containers, refill them, and return to them the marketplace.</p> |

## OPERATIONAL continued...

| GROUP                   | ROLE   |
|-------------------------|--|
| Universal Bottle Depots | Operate as an independent business to collect and sort all empty beverage containers registered for sale in Alberta and provide consumers a refund equivalent to the regulated deposit amount paid on the container, following Alberta's regulatory framework and the BCMB's policies. |
| Class D Depots          | Operate as an independent business, typically as part of a retail outlet, to collect select beverage containers and provide consumers a refund equivalent to the regulated deposit amount paid on the container, following Alberta's regulatory framework and the BCMB's policies.     |
| Consumers               | Purchase registered beverage containers that require a deposit at point-of-purchase.   |
| Customers               | Return registered beverage containers to an Alberta Depot to collect a refund on the deposit paid.   |

## Beverage Container Recycling in Alberta

### Manufacturing

#### Manufacturers:

- Receive raw materials and produce beverage containers
- Register containers for sale in Alberta with the BCMB
- Ship containers to retailers for sale/distribution

### Sales

- **Retailers** sell beverage containers to consumers
- **Consumers** pay deposit on registered containers

### OPERATIONAL

### Accounting & Recovery

#### Collection System Agent or Collection Service Provider:

- Reconciles shipments from Depots and pays Depots
- Processes the materials
- **Non-refillable containers** – sorted containers are bulked and sold to primary material recyclers (e.g., metal smelter), who take the containers and turn them into raw materials for use in a variety of consumer goods
- **Refillable containers** – bottles are sanitized and refilled

### Collection

- **Customers** return beverage containers to either Universal Bottle Depots or Class D Depots to receive refund
- **Depots** count, sort and tag containers and request transport from the Collection System Agent or Collection Service Provider
- **Collection System Agent or Collection Service Provider** picks up containers from the Depot and transports them for material recovery



# What has the ABDA accomplished for me?

**One of our greatest strengths is that we represent nearly all of Alberta's Depots.**

Our unified voice presents a consistent message that is heard by all stakeholders.

## **This means that:**

---

- **we have a strong and representative view of Depots' strengths, challenges, and opportunities;**
- **when we approach our regulators and industry partners, groups whose decisions can affect Depots, we have strength in representing Depots' collective voice and interests;**
- **when one Depot makes a positive contribution to the community or Alberta, it builds the visibility and credibility of all Depots;**
- **we achieve an economy of scale (i.e., cost savings) when we negotiate contracts, services, and pricing on items that we provide or can offer as a fee-for-service to you; and**
- **we work as a collective of independent Depots with a recognized Depot brand that enhances the value of our members' Depot businesses.**

## **The Perfect Trifecta**

In 1971, the Government of Alberta created Canada's first Environment department and passed the Alberta Beverage Container Act, which came into full force in January 1972 and made retailers responsible for refunding deposits on soft drinks. Later in 1972, it passed the Beverage Container Amendment Act to extend the deposits to "liquor" and create the concept of a Universal Bottle Depot, enabling Depots to accept empty soft drink and liquor containers and pay refunds.

In the 1970s, consumers primarily experienced Depots as a place to receive their refund, and environmental stakeholders saw Depots' work as an opportunity to keep beverage containers out of ditches and waterways.

# What



## Did You Know?



In addition to operating as independent businesses, several ABDA members are **registered non-profits** with mandates to create employment programs for people with disabilities or operate complementary organizations that **deliver programming and employee support services** to individuals with developmental disabilities.

Over the years, Depots' reputations have expanded significantly. While they remain a trusted place for consumers to return their beverage containers for a full refund and the front line of Alberta's beverage container recycling system, they have also become so much more.

**Today, you, our members, unquestionably continue to support Alberta's environmental leadership by helping achieve some of the highest beverage container return rates in the world.** You also do so much more, including:

- create opportunities for individuals who collect beverage containers for income;
- help facilitate and support fundraising for individuals, teams, and organizations in your community, which in turn help to strengthen Albertans' well-being and quality of life;

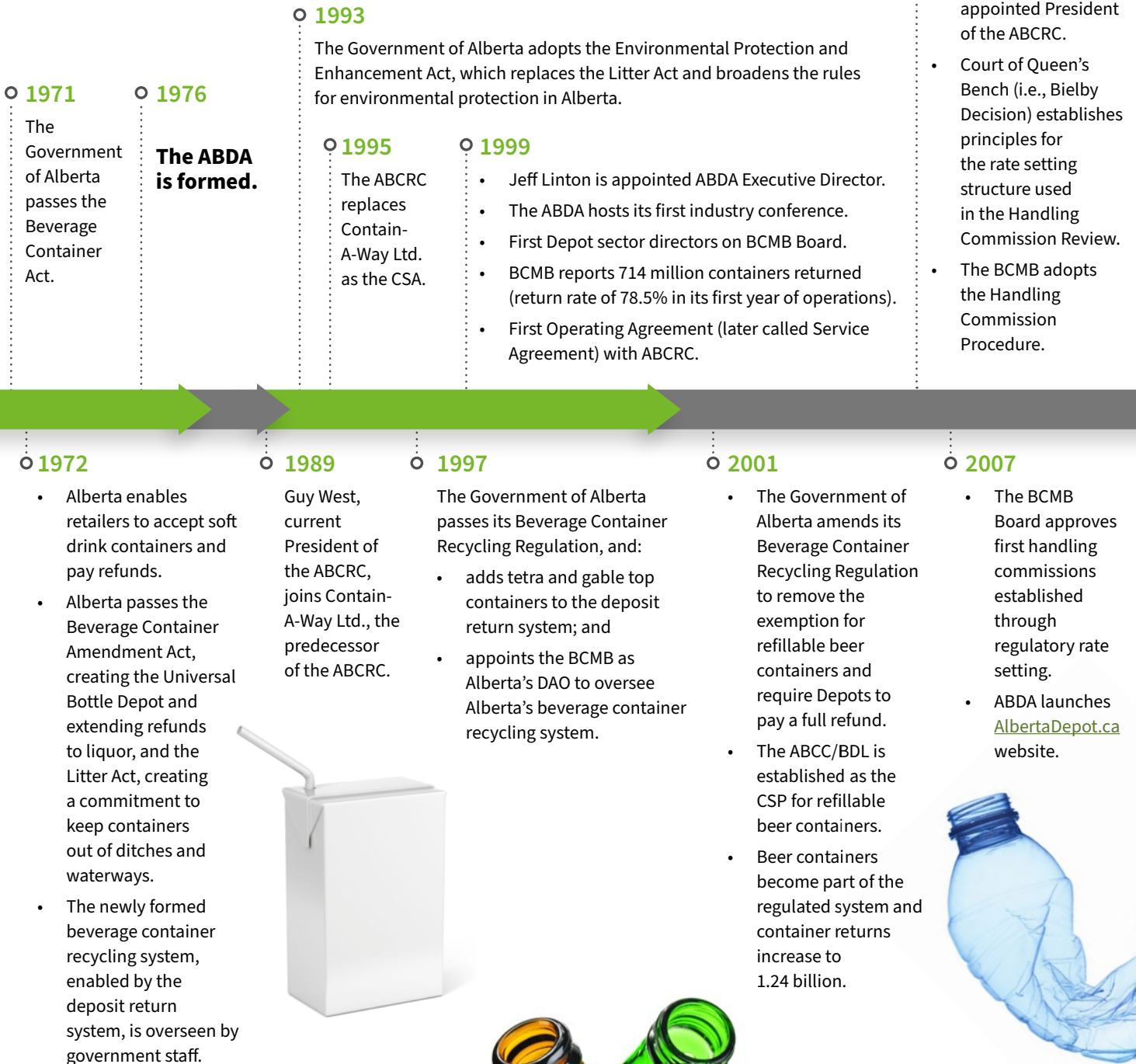
- create green and local jobs, and are known as equal opportunity employers, with many of you offering safe, steady employment for many New Canadians, people living with disabilities, and youth;
- support other local and Alberta businesses; and
- give back to your communities with your time, energy, donations, and many forms of corporate social responsibility.

**The ABDA is proud of the work Depots do, and we are committed to support and promote your activities and seek even more opportunities together.**

# 50 Years of Progress: A Timeline of Achievements

**Over the years,** we have made some significant strides to further our mission of, “Supporting a successful and viable Depot network for Albertans.” We’ve also, as a close industry with so many committed entrepreneurs, leaders, trailblazers, and community builders, recognized and celebrated milestones, acts of service, and significant points of interest along the way.

The following timeline summarizes just some of the many notable moments and achievements.





## 2008

- The Government of Alberta amends its Beverage Container Recycling Regulation to:
  - become the first province in Canada to remove the exclusion for milk, milk substitute, and meal replacements, etc. containers from the regulated deposit return system – effective June 2009; and
  - increase deposit rates from 5-cents to 10-cents, and 10-cents to 25-cents (i.e., harmonizing the depots for beer and non-beer containers).
- The ABCRC purchases more than one billion non-beer containers from Depots in a year for the first time (i.e., 1.44 billion containers).

## 2011

- The ABDA creates its first generation fee-for-service Point of Return software – Solum.

## 2013

- Albertans recycle more than 2 billion non-refillable beverage containers.
- The ABDA achieves \$500,000 in Cans for Kids donations for selected charities.
- Albertans recycle more than 2 billion non-refillable beverage containers.

## 2016

- System exceeds targeted return rate of 85% for first time for non-refillable beverage containers (i.e., 85.7% return rate).
- Beta version of rePOR installed at a Depot.

## 2017

- The ABDA's Service Excellence Award is renamed in honour of past-President Trevor Nickel.
- Jerry Roczkowsky is appointed ABDA President.
- More than 50 Depots run rePOR and more than 100 run rePOR and Solum.
- Depots get electronic access to BCMB's new portal to check registration status of beverage containers.

## 2009

- Milk, milk substitute, and meal replacement containers, etc. enter the deposit return system.
- Alberta's beverage container return rates surge from 73.3% to 82.3%.
- Depots no longer required to sort beer containers from non-beer containers.
- Depots start shipping all non-refillable items to ABCRC.
- The ABDA hosts 10th industry conference and adopts the province-wide **Cans for Kids** fundraising program.

## 2010

- The ABDA modernizes the Alberta-wide brand and adopts "Depot – It's Worth It".
- ABDA recognized in BCMB Bylaw as representative of all Depots in the province.

## 2012

- North Refund Centre in Edmonton and Plus II Depot in Grande Prairie are the first Depots in Canada to adopt automated sorting and counting technology.

## 2014

- The ABDA adopts the "Applaud A Depot" recognition program.

## 2015

- BCMB rolls out the QMS and Industry Email Accounts for Depots
- All liquid-based creamers enter the deposit return system.
- Jeff Linton is appointed BCMB President.
- Trevor Nickel is appointed ABDA President.

## 2019

- The ABDA:
  - achieves \$1 million in Cans for Kids donations for selected charities; and
  - hosts 20th industry conference.
- More than 120 Depots running rePOR.





## **\$1 Million Dollars for Children's Health**

In 2019, the ABDA and its more than 220 members reached \$1 million in funds raised at the 10th anniversary of the Cans for Kids program.

Cans for Kids raises money and awareness for important causes through the donation of beverage containers designated for recycling. The funds raised support Ronald McDonald House Charities Alberta®, Stollery Children's Hospital Foundation, and Alberta Children's Hospital Foundation, where sick children access support, accommodations, and much-needed medical services and care.

As a Depot, you can choose to offer Albertans the opportunity to donate their empty beverage containers to Cans for Kids.

If you choose to participate, we will provide you marketing materials to help you promote this program. You keep track of the containers and submit a cheque to the ABDA for the total value of the donated containers. The value of your Depot's contributions are highlighted on the [findadepot.ca](http://findadepot.ca) website.

The program helps build your reputation in your community and across Alberta, helps Albertans feel good about donating their empty beverage containers, and benefits sick kids and their loved ones across our province. It's a win-win-win with minimal effort for everyone.

## **Getting You Fair Compensation for the Work You Do - Our Role in the Handling Commission Review Process**

In 2020, Depots were awarded a 10% increase in their Handling Commission. The award came out of the 2019 Handling Commission Review Process, a detailed, intensive, and, at times, adversarial year-long process.

The process to establish the Handling Commission has a long and storied history. The ABDA officially got involved in the Handling Commission Review in 2005 as an Interested Party representing all depots – shortly after the Bielby court decision established principles for fair negotiations and the BCMB approved a Handling Commission Review Procedure based on the same. The procedure follows a process that is well-known in the utility sector, where rates are set based on the concept of “a fair return” and consider operating costs.

While the concept is straightforward, the actual process of establishing Handling Commissions is anything but straightforward. It includes the BCMB's DCA reviewing all available information, including information provided through Depots' Uniform Codes of Account, and recommending a Handling Commission rate. From here, it requires all interested parties, which include the ABDA on behalf of member Depots, and manufacturers, to analyze, critique, and debate the recommendation of the DCA as well as the positions expressed by other interested parties and negotiate a settlement that is in the best interest of our system and Albertans.



In 2019, **the BCMB's DCA initially recommended a 5.7% increase** in the Handling Commission; through the ABDA's extensive analysis of industry and Depot data and efforts to make Depots' operating costs and right to a fair return known, **the DCA revised its recommendation to 8.9%** in advance of facilitated negotiations with interested parties. As part of the negotiations, **manufacturers submitted hundreds of pages of submissions in support of reducing the DCA's proposed 8.9% to only a 2% increase. The ABDA Handling Commission Review team invested over a thousand hours** into our analysis of industry and Depot data, the manufacturers' positions, and the DCA's reports **and put forward evidence recommending a 17% increase.**

Through the process, the ABDA worked on behalf of Depots to understand and successfully challenge the manufacturers' position. **We also spent hundreds of hours reviewing and critiquing the DCA's 8.9% recommendation,** and preparing our own submissions to substantiate our argument for a higher Handling Commission. We also developed and advanced a proposal for a shared solution to enhance Depot system viability.

While the ABDA and the ABCRC collaborate on many projects and issues for the greater good of Albertans and our recycling industry, the Handling Commission Review process is where our duties to our respective clients are at odds. Manufacturers are seeking to minimize the net cost of Handling Commissions for themselves and end users; ABDA is seeking compensation that covers Depots' true costs of doing business plus a fair return for efforts and value added to Alberta's beverage container recycling system. We each have an obligation to get the best results for our individual clients and, when millions of dollars are at stake, we cut no corners to do it.

The ABDA is satisfied with the 10% increase that came out of the 2019 Handling Commission Review. We worked extremely hard for many months leading up to and during the year-long process to gather information, prepare expert testimony, provide evidence-based arguments, and participate in frequent and highly detailed proceedings, often with an arbitrator, to review and discuss all of the information from the organizations involved in the review.

**We also support a recent decision that the BCMB made to update its BCMB's Handling Commission By-law (effective February 1, 2019) and, with it, potentially reduce the frequency of full Handling Commission Reviews.** In its updated process, the BCMB will review the Handling Commission annually using a process that is designed to account for any appreciable changes in Depot costs and other relevant inflationary factors. Then, as long as there are no disputes over the process, the full Handling Commission Review can be extended to every six years, rather than every three years. The annual reviews have the potential to decrease both the overwhelming intensity of the full Handling Commission Review and the significant resources that go into preparing evidence and arguments on a three-year cycle.



# How do I become a member of the ABDA?

When the BCMB receives an application from someone interested in purchasing or opening a Depot and is confident that the permit will be granted (i.e., pre-approved application), it notifies our administrative team.

We are notified for two reasons:

- 
- **our team provides new Depot orientation to the applicant before BCMB issues its permit; and**
  - **we offer the representative purchasing or opening a Depot the opportunity to become a member of the ABDA.**

**Note:** New member orientation is not mandatory if the Depot owner or representative currently owns and operates a Depot elsewhere in Alberta and/or can demonstrate substantial relevant experience. We are happy to provide orientation if the Depot representative wishes to participate in it.

To become a member of the ABDA, you must:

- **hold a valid Depot permit from the BCMB;**
- **complete our Confirmation of Depot Representation form to provide us the authority to support and represent your Depot;**
- **complete a form from the ABCRC that gives it the authority to deduct your ABDA membership fees from your Handling Commission payments and pay them directly to us; and**
- **provide the completed forms to the ABDA for review.**

Your membership will begin once it is accepted by the ABDA's Board of Directors.

**Note:** If you choose to access fee-for-service software from the ABDA, the form from the ABCRC also has a section where you can give it the authority to deduct these software fees from your Handling Commission payments and pay them directly to us. To access our fee-for-service software, you do require a separate agreement, focused on access terms and conditions, with us.

# HOW

## How are my membership fees calculated?

### Membership Fees



**The ABDA Board reviews member fees every year in conjunction with its budgeting and financial forecasting responsibilities and adjusts fees when required to support the activities of the ABDA.** In 2019, the ABDA membership fees were set at \$0.00055 per container received and approved by the ABDA Board up to a maximum of \$10,000 per Depot per calendar year.

### Paying Fees



**The ABCRC deducts the ABDA membership fees per shipment of containers that it receives from you.** It calculates the payment that it owes you based on the number of registered containers that it receives in a shipment and then, before paying you, deducts any fees that you owe us. The ABCRC pays us the fees that we are owed directly. Fees can include the ABDA membership fees as well as other fee-for-service offerings, such as POR fees. If you hit the membership fee cap per Depot per year, then no additional fees are charged for the remainder of the year. There is also a cap on POR subscription fees. As with membership fees, POR fees are pro-rated according to Depots' revenues.

## Calculating Fees

When the ABCRC receives a shipment of containers from you, it provides you with a Depot Statement that includes deposit values, Handling Commission rates, GST (on Handling Commissions), Value Added Fees (not applicable to all Depots), ABDA membership fees, and, if applicable, POR fees.

The per-container rate applied to establish the fees is the same, regardless of material stream. The fees are calculated on a per-bag basis, and then consolidated into your Depot statement.

For this reason, you may find that calculating the rates on the total number of units on a load might not add up to the exact amount you may expect. However, if the rates are applied to each bag individually and then added up, you will find that they match the statement.

If you wish to keep track of or reconcile your Depot Statement on your own, please contact us at 780.454.0400 or toll-free 1.877.787.2232 and request a copy of our Handling Commission Reconciliation Payment Worksheet.

If you wish to view a sample of a Depot Statement, including an explanation of the fees charged on each statement, you can visit [ABDA.ca/depot-fees](http://ABDA.ca/depot-fees).





# Who is my ABDA team?

Our overall organizational structure includes your Depot-elected Board of Directors, made up of Depot representatives, and our administrative team.

Your Board of Directors is responsible for:

- **assessing and setting the overall direction and strategy for the association and our members;**
- **governing the affairs of the association according to our by-laws; and**
- **hiring the President, who leads our day-to-day operations and hires and oversees the rest of our administrative team (i.e., employees) and suppliers.**

You can find a current list of your ABDA Board of Directors, including their name, roles, and Depot affiliations, at [ABDA.ca/board](http://ABDA.ca/board).

Your Board is made up of 11 representatives including:

| TITLE                          | ROLE  |
|--------------------------------|---|
| <b>Chair</b>                   | The Board Chair is accountable to the Board, acts as a direct liaison between the Board and the association's administrative team, and represents the Board internally and externally, including acting as a spokesperson for Board decisions where appropriate. The Board Chair is a voting member of the Board. |
| <b>Vice Chair</b>              | The Vice Chair assists the Chair in performing duties and responsibilities, and performs the responsibilities of Board Chair during any absence. The Vice Chair is a voting member of the Board.  |
| <b>Treasurer</b>               | The Treasurer offers the Board a specialized function, overseeing the financial management of the ABDA. The Treasurer is a voting member of the Board.  |
| <b>Director-At-Large (x 8)</b> | The Directors-At-Large serve as liaisons to the ABDA's membership, representing members' interests in Board discussions, deliberations, and votes on decisions.   |

Your Board meets six times each year, with additional ad hoc meetings, as required, to conduct or further Board business. Your ABDA President supports and attends these meetings as the liaison between the Board and the rest of the association's administrative team. The role of your ABDA President is to convene and meet with the Board regularly to keep its members informed of operations, including opportunities and challenges, and work with them to come up with strategic objectives and priorities to advance the mission of the association.

# Who

## The Electoral Process

Members of your Board of Directors are elected for a two-year term. We put out a call for nominations to the Board of Directors each year that is emailed to all the ABDA's members approximately six to eight weeks before the AGM.

To stand for election to the Board of Directors, you must:

- be an owner, operator, or representative of a Depot that is a member of the ABDA;
- be nominated by someone who:
  - holds a Depot permit from the BCMB or represents a permit holder, and
  - works outside of your Depot(s) or an associate Depot (i.e., a Depot owned by a family member or where you hold partial ownership);
- receive signatures of support for your nomination by at least two people who:
  - hold a Depot permit from the BCMB or represent a Depot permit holder, and
  - work outside of your Depot(s) or an associate Depot (i.e., a Depot owned by a family member or where you hold partial ownership).

The Board of Directors election takes place as part of our AGM. Our President puts together the ballot and explains the election process, as outlined in the meeting notice.

All the ABDA's members attending the AGM have the right to participate in a confidential vote (i.e., anonymously mark and submit a ballot). To ensure accuracy, the votes are reviewed and counted by an independent third-party representative. The election results are announced at the conclusion of the AGM and by email to all of the ABDA's member Depots (i.e., some may not have been able to attend the AGM).

The election process and requirements are outlined in the association's by-laws, which can be viewed on the [ABDA Members Portal](#).

Our administrative team is responsible for upholding our by-laws, implementing your Board of Directors' strategic priorities, and leading the day-to-day operations of the association.

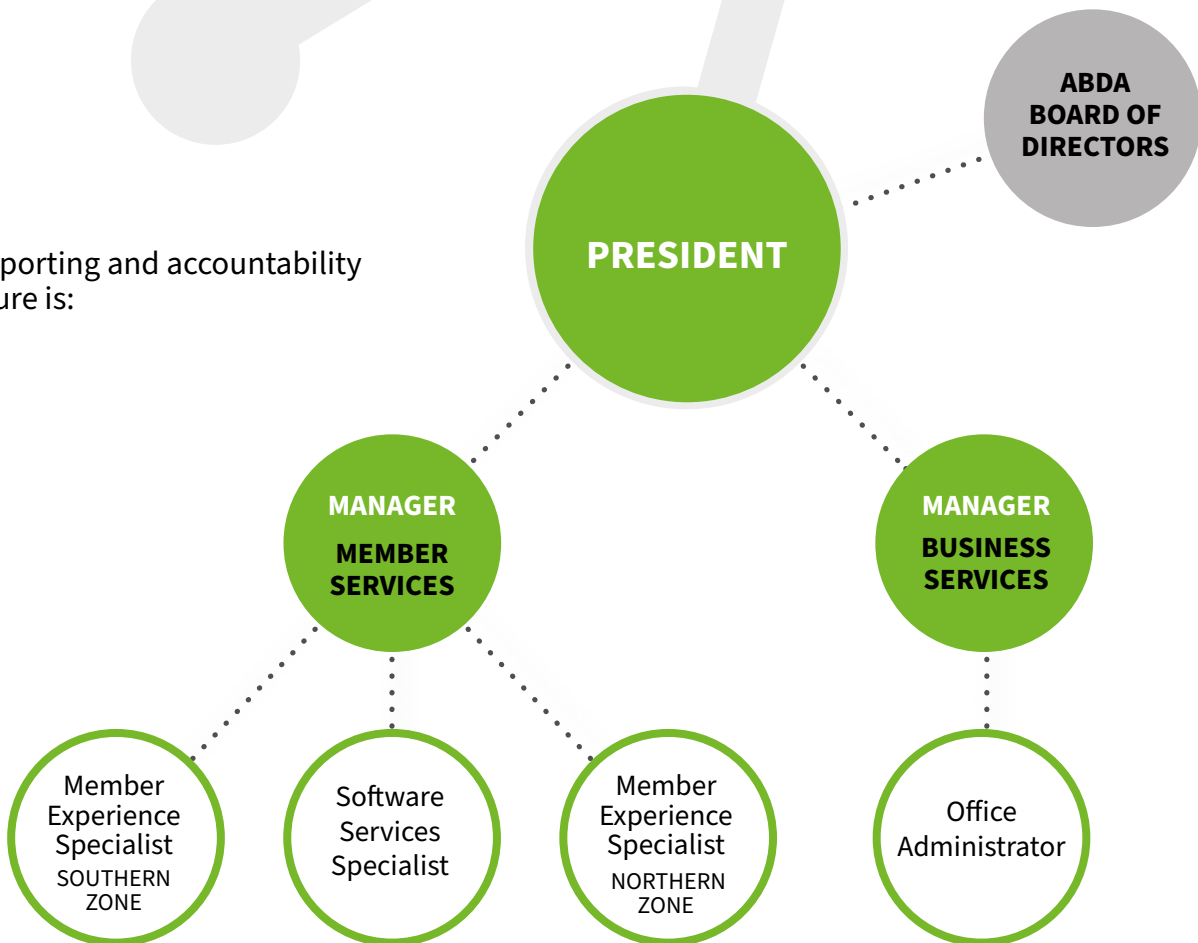
You can find a current list of your ABDA administrative team, including their name, roles, and contact information, at [ABDA.ca/staff](http://ABDA.ca/staff).

Our administrative team includes:

| TITLE  | ROLE   |
|--|--|
| <b>President</b>                                   | Leads the ABDA's day-to-day operations, is the liaison to the Board, hires and oversees the rest of the administrative team (i.e., employees) and suppliers, and is the key point of contact for industry and government relations.  |
| <b>Manager, Member Services</b>                    | Manages and supports the implementation of the ABDA's member services, including subject matter expertise, member orientation and training, Depot branding and public relations, community programs and recognition, and networking and professional development.                              |
| <b>Manager, Business Services</b>                  | Manages and supports the implementation of business viability initiatives, including Uniform Code of Accounts Training, support for the Handling Commission Review, and member education related to the Handling Commission Review process, and directs administration of the ABDA's finances. |
| <b>Member Experience Specialist, Northern Zone</b> | Liaises with and provides direct support to members for the Northern Zone.   |
| <b>Member Experience Specialist, Southern Zone</b> | Liaises with and provides direct support to members for the Southern Zone.   |
| <b>Software Services Specialist</b>                | Supports the development and implementation of the ABDA's POR software, including rePOR, helps set the direction for future updates and developments, and provides user-level support to rePOR users.  |
| <b>Office Administrator</b>                        | Supports the President with Board preparation activities and the rest of the administrative team with office operations, including reception, payroll and accounts management, records keeping, supply requisitions, events and communications support, and a variety of clerical duties.      |

# ABDA team

The reporting and accountability structure is:



# How do I work with the ABDA?

As a member Depot, we want to hear from you, learn from you, and involve you in our efforts to further our mission and reflect and advance your interests.

We always welcome your ideas, questions, and comments.

**You can contact us through email, by calling 780.454.0400 or toll-free 1.877.787.2232, or, for issues resolution, through the [QMS](#).**

**To get to know our Administrative team, read about our roles, and find our individual contact information, please visit [ABDA.ca/staff](#).**

We work hard to stay on top of your needs, challenges, and opportunities and those available to the Depot network and industry – including in context of changing societal values and government policy.

**When we see opportunities to help, implement solutions, or change course, we will share information, ask for your ideas and input, and create opportunities for you to help us make progress.**

We develop and lead planning and input activities, networking events, learning opportunities, fundraising challenges, and more.

Some of these activities include our:

- AGM;
- industry conference\*;
- town halls;
- in-person and online workshops, seminars, and other learning opportunities;
- surveys, questionnaires, interviews, and email-based requests for input;
- fundraising through Cans for Kids; and
- award distribution and celebrations.

*\*All of the above activities are included in members' fees, with the exception of the Industry Conference. The ABDA's members pay reduced rates to attend and participate in the conference activities. When we host in-person events, we strive to minimize the amount of travel involved for participants and provide virtual participation options. This being said, the costs associated with accessing in-person (e.g., travel and parking) and virtual events (i.e., telephone bills, internet costs) must be covered by Depots.*

We also encourage you to get to know your Board of Directors and, if interested, seek nomination to the Board. As a member-based and member-driven association, your Board plays a critical and highly influential role in understanding and representing your interests in all the ABDA's business and decisions.

## Creating Advocacy Opportunities

In 2019, we partnered with Alberta Counsel, an Alberta-based government relations firm, to help you build better and more influential relationships with local and provincial elected officials. As part of this partnership, Alberta Counsel developed an advocacy toolkit, hosted in-person and online sessions to share information about effective advocacy, and created a process, using a web portal, to help you secure meetings and relationship building opportunities with provincial Members of the Legislative Assembly (MLAs). To learn more, visit [ABDAadvocacy.ca](#).

## Client Channels

In addition to this guide, our administrative team provides you with access to written information, resources, and support through a number of different channels. We are always working to enhance our offerings. Our current channels include:

### [ABDA Members Portal](#)

The ABDA portal includes links for members to important documents, such as Service Agreements, the ABDA by-laws, rePOR-related documents, and other resources.

We also have the ability to use the portal, as well as other web-based technology, to invite members to attend and register for events, such as our Industry Conference, AGM, and town hall discussions.

### [QMS](#)

This issues tracking and resolutions tool is used industry-wide for Depots to communicate with industry partners and work towards solutions to any challenges that arise. We monitor tickets closely and will interact on relevant tickets quickly and effectively.

### **Emails from the ABDA**

We share both regular and as-needed email-based updates and messages about the work we are doing to reflect and advance your interests. Emails are sent to your industry email account.

### [ABDA.ca](#)

The ABDA.ca website shares information about the purpose, focus, and work of the association and our network of members. It is a public facing website with helpful information for prospective Depot owners and operators, existing Depot owners and operators, and stakeholders and members of the public interested in the efforts and actions of Depots.

### [FindaDepot.ca](#)

Findadepot.ca shares information with members of the public interested in locating Depots, accessing their operating hours and contact information, applauding their efforts, reading and sharing customer experience reviews, and identifying a Depot's overall contributions to the Cans for Kids program.

### [AlbertaDepot.ca](#)

Albertadepot.ca shares information with members of the public interested in learning about beverage container recycling, the role of Depots, how and where they can recycle, and how their participation in Alberta's recycling systems achieve environmental, social, and economic outcomes.

## Glossary

### A

#### **Alberta Beverage Container Recycling Corporation (ABCRC)**

In Alberta, manufacturers are required to appoint an agent, known as the Collection System Agent (CSA) (see Collection System Agent below for definition), to operate the common collection system (see Common collection system below for definition). The Beverage Container Management Board (BCMB) (see Beverage Container Management Board below for definition) must authorize their choice. Manufacturers' CSA is the Alberta Beverage Container Recycling Corporation (ABCRC). The ABCRC operates as a not-for-profit organization and, as the CSA, is responsible for collecting, transporting, processing and ensuring the non-refillable containers collected by Depots are ultimately recycled.

#### **Alberta Beer Container Corporation (ABCC)**

In Alberta, the Alberta Beer Container Corporation is the Collection System Provider (see *Collection Service Providers below for definition*) for refillable beer containers on behalf of the Brewers Distributor Ltd. (BDL) (see Brewers Distributor Ltd. below for definition). The Beverage Container Management Board (BCMB) (see *Beverage Container Management Board below for definition*) must authorize BDL's choice.

#### **Advocacy**

Advocacy is an activity or effort by an individual or group that aims to influence decisions. The ABDA often advocates for Depots' interests when our system regulators, the Government of Alberta or the BCMB, are considering enforceable or mandatory changes with the potential to, positively or negatively, affect Depots' roles, viability and/or operations or your customers' experiences.



## B

### **Beverage Container Management Board (BCMB)**

The Beverage Container Management Board (BCMB) is the Government of Alberta's appointed Delegated Administrative Organization (DAO) (see Delegated Administrative Organization below for definition) for Alberta's beverage container recycling system. The BCMB's role is to regulate the system (i.e., make sure that the entities that participate in the system follow the rules set out in the regulation) and develop policies and programs that enable efficient and effective beverage container recycling.

### **Brewers Distributor Ltd. (BDL)**

The Brewers Distributor Ltd. (BDL) is a private joint venture company owned by Labatt Breweries of Canada and Molson Breweries for the wholesale distribution of beer and the collection of returnable, refillable and recyclable beer containers within the four Western Canadian Provinces, as well as Northwest Territories and the Yukon. In Alberta, BDL must appoint a Collection Service Provider (CSP) (see Collection Service Providers below for definition) to collect, transport, process, sanitize, refill, and return refillable containers to manufacturers for reuse.

## C

### **Collection System Agent (CSA)**

The agent who acts on behalf of the manufacturers with respect to the operation of the common collection system. In Alberta, the CSA is the Alberta Beverage Container Recycling Corporation (ABCRC) (see *Alberta Beverage Container Recycling Corporation* above for definition).

### **Collection Service Providers (CSP)**

The agents, appointed by manufacturers of beverages in refillable containers for sale or distribution in Alberta, who collect, transport, process, sanitize the containers, refill them, and return them to manufacturers for reuse. In Alberta, the Alberta Beer Container Corporation (see Alberta Beer Container Corporation above for definition) is the Collection System Provider for refillable beer containers on behalf of the Brewers Distributor Ltd. (BDL) (see *Brewers Distributor Ltd.* above for definition).

### **Common collection system**

A container collection system that does not distinguish containers of similar size and material from each other based on the manufacturer of the container.

### **Container Recycling Fee (CRF)**

The amount beverage manufacturers are required to pay to cover the net cost related to recovering and processing used non-refillable beverage containers and to ensure Alberta maintains an effective and sustainable recycling system. This pay may be passed onto consumers; however, it is a non-refundable fee (i.e., unlike a deposit which is refundable).

## D

### **Data Collection Agent (DCA)**

A third-party consultant who compiles financial information from Depots to determine an industry revenue requirement and then recommends handling commission rates to be paid to Depots.

### **Delegated Administrative Organization (DAO)**

Delegated arrangements are a form of Alternative Service Delivery. Services are provided in partnership with organizations outside government. In Alberta, the most common form of delegated arrangement is the Delegated Administrative Organization (DAO). Supported by legislation, DAOs operate at arms-length from government through independent directors, some of which are appointed by the Minister and required to report annually to the Minister on progress and financial status. Day-to-day operations are performed by DAOs, limiting legal and financial liability of government. DAOs are self-funded and raise revenue through fees and service charges.

### **Deposit**

A regulated and fully refundable surcharge that consumers pay when they purchase a regulated and registered beverage container in Alberta.

### **Deposit Refund**

A regulated sum of money paid to a customer who returns a regulated beverage container to a Depot.

### **Depot**

A place operated as a business for the collection of empty containers.

## F

### **Fee-for-service software**

Software that is installed and supported for a subscription fee. The ABDA developed unique Point of Return software designed for Alberta Depots and offers access to it, including ongoing user support, on a subscription basis.



## H

### **Handling Commission (HC)**

The per-container fee paid to Depots for provision of services to the Collection System Agent and Collection Service Providers in accordance with the terms and conditions of each service agreement.

### **Handling Commission Review (HCR)**

A process to establish the rate of pay that Depots receive for each registered container they collect, give customers a refund, sort to ensure clean material streams, and ship to the ABCRC.

## M

### **Member of the Legislative Assembly (MLA)**

The elected officials who represent your needs and wants within the Government of Alberta. You can find out who the MLA is for your area, whether your home or business, by visiting [assembly.ab.ca](http://assembly.ab.ca).

## P

### **Policy**

A policy generally describes the purpose of taking actions and the preferred means to carry out the actions. Policy is typically intended to achieve one or more objectives.

### **Proxy Representation**

The authority to represent or act on behalf of someone else.

## Q

### **Quality Monitoring System (QMS)**

The system administered by the BCMB for the purpose of communication and issues management and resolution.

## R

### **Recycling system**

The interconnected work that needs to happen to convert products that are at their end-of-life into raw materials that can be used in making new products.

### **Regulations**

A rule or directive made and maintained by an authority.

### **Regulator**

A government body or government-appointed body mandated under the terms of legislation to ensure compliance with the provisions of the legislation and carry out its purpose.

### **rePOR**

The ABDA's second generation, cloud-based Point of Return software.

## S

### **Service Agreement (SA)**

An agreement entered into between the ABDA and a Collection System Agent or Collection Service Provider, prescribing the manner and frequency of Container collections, the manner and frequency of payments, and other matters related to the efficient operation of the beverage container recycling system.

### **Stakeholder**

A person with an interest or concern. The ABDA's stakeholders include individuals and organizations with an interest or concern in Depot operations.

### **Solum**

The ABDA's first generation, in-Depot, localized Point of Return software.

## U

### **Uniform Code of Accounts (UCA)**

The series of forms identified as such and provided to each Depot by the Data Collection Agent for the purpose of collecting financial and operational data on an annual basis.

# INDEX

## A

administrative team  
10, 36 - 38

advocacy  
12, 39

Annual General Meeting (AGM)  
20, 37, 39, 40

## B

Beverage Container Act  
5, 28, 30

Beverage Container Recycling Regulation  
24 - 25, 30 - 31

Bielby decision  
30, 32

Board of Directors

... ABDA  
35, 36 - 37, 39

... BCMB  
9, 11, 30

branding  
8, 15, 28, 31, 37

## C

Cans for Kids  
16, 31, 32, 39

Class D Depot  
27

Collection System Agent (CSA)  
7, 9, 10, 26 - 27, 30 - 31

Collection Service Providers (CSP)  
7, 9, 11, 12, 26 - 27, 30 - 31

common collection system  
10

Container Recycling Fee (CRF)  
26

contracts

... Handling Commission (HC)  
11, 32 - 33

... Service Agreement (SA)  
9, 11, 25, 30

## D

Data Collection Agent (DCA)  
12, 19, 32 - 33

Delegated Administrative Organization (DAO)  
12, 19, 30, 32 - 33

deposit

... deposit return  
24

## F

fees

... membership  
35, 39

... software Point Of Return (POR), rePOR, Solum  
20, 21, 31, 34, 35

fee-for-service software  
20, 21, 31, 34, 35

## G

Government of Alberta  
7, 10, 24, 26, 28, 30 - 31

## H

Handling Commission (HC)

... Handling Commission Reconciliation Worksheet  
35

... Handling Commission Review (HCR)  
9, 11, 12, 19, 30, 32 - 33

... Handling Commission Review (HCR) procedure  
32 - 33

... Handling Commission Review (HCR) process  
19, 32 - 33, 37

## I

industry conference  
20, 30 - 31, 39

industry relations  
3, 9, 18, 20, 28, 37

## M

manufacturer  
10, 26 - 27, 32 - 33

Member of the Legislative Assembly (MLA)  
18, 39

member orientation  
13, 34, 37

Members Portal  
7, 37

membership fees  
35, 39

mission  
5, 7, 10, 30

## P

Point of Return (POR) software  
20 - 21, 31, 37

policy

... public, government  
9, 13, 14, 18, 39

... BCMB  
26

proxy representation  
20

public relations  
15, 37

## Q

Quality Monitoring System (QMS)  
3, 12, 20, 31, 39

## R

recycling system  
22 - 27

refund  
24, 26 - 27, 28 - 29, 30 - 31

regulated recycling system  
7, 18, 24, 30 - 31

regulations  
24, 25, 30 - 31

regulatory, regulator  
2, 3, 13, 14, 24, 26 - 27, 30 - 31

rePOR  
21, 30 - 31, 37

retailers  
5, 26 - 27, 28, 30

## S

Service Agreement (SA)  
3, 8, 9, 11, 12, 13, 20, 30, 40

stakeholder  
9, 12, 15, 16, 18

Societies Act  
7

Solum  
21, 31

subject matter expertise  
12, 20, 37

## T

training

... Alberta's Regulated Beverage Container Recycling System  
13, 18

... COVID-19  
14

... government relations  
18

... Handling Commission Review  
19, 37

... member orientation  
13, 34, 37

... software, rePOR, Solum  
21

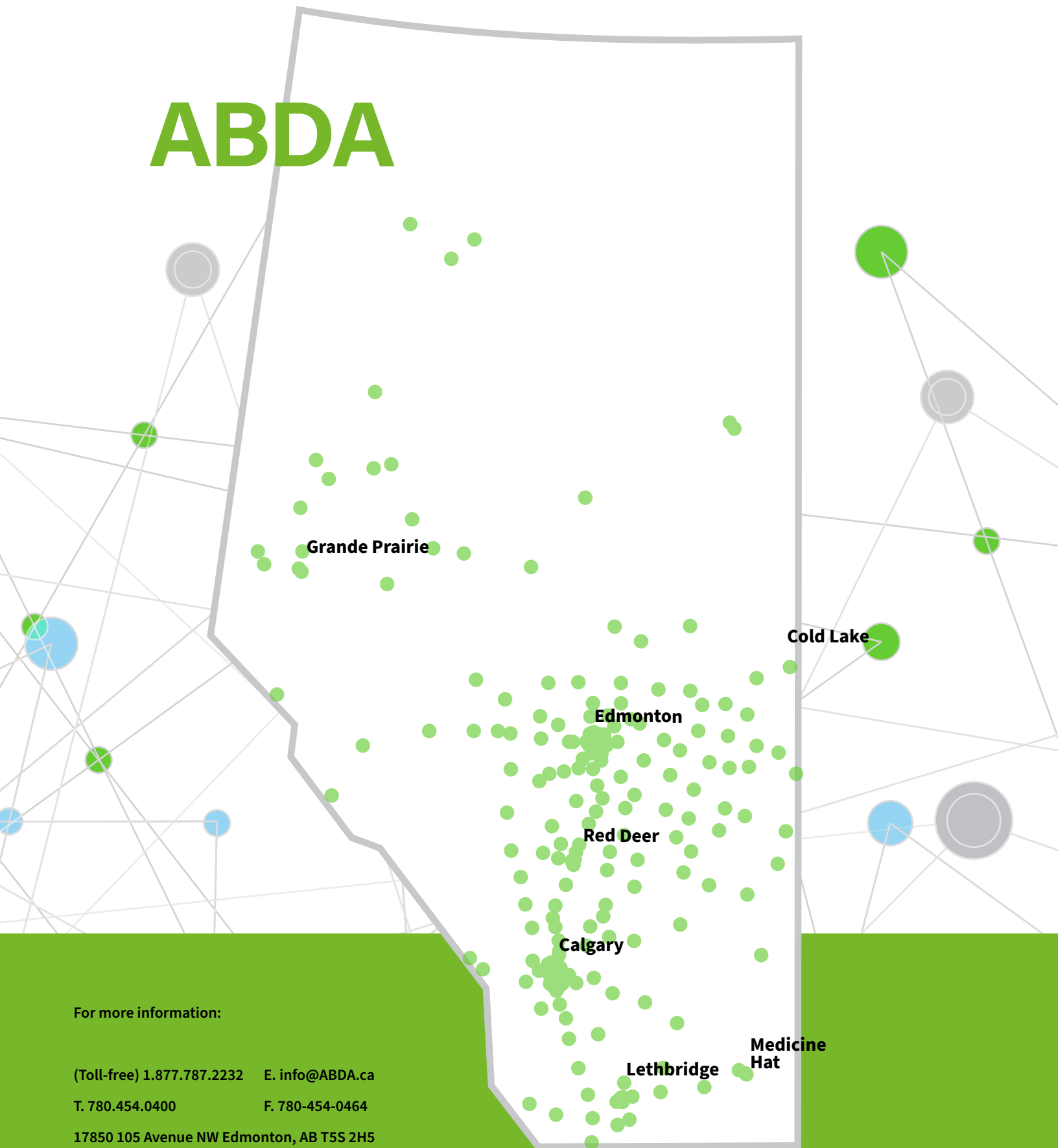
... Uniform Code of Accounts (UCA)  
19, 37

## U

Uniform Code of Accounts (UCA)  
12, 19, 32 - 33, 37

Universal Bottle Depot  
5, 27, 28 - 29, 30

# ABDA



For more information:

(Toll-free) 1.877.787.2232 E. [info@ABDA.ca](mailto:info@ABDA.ca)

T. 780.454.0400 F. 780-454-0464

17850 105 Avenue NW Edmonton, AB T5S 2H5

**ABDA.ca**