



DATE: February 1, 2022

TO: Depot Network

RE: **Customer Attempts to Return Suspiciously
Large Amount of Containers**

Attention Depot Operators and Staff,

On February 1, 2022, a male customer called **West Edmonton Bottle Depot attempting to make arrangements and return a full trailer (~100,000 units) of ALUM cans.** We believe this interaction to be suspicious in nature as the customer refused to indicate why he had this high volume of containers or where he received it from. The Depot advised the customer that this material would not be accepted. The customer used the following phone number: 780-246-7076.

Please be aware that this customer may attempt to return these containers to your depot, especially if you are located near the Edmonton area.

If you suspect that these containers have arrived at your depot, please follow the steps below:

1. Submit a Container Validation Request (CVR) form through the Quality Monitoring System (QMS). The CVR form and a comprehensive CVR Reference Guide can be found on the BCMB website by [clicking here](#). Scroll down to Depot Resources and click on “Forms and Guides”.
2. Quarantine the containers at your depot if possible. Do not provide a refund to the customer and do not ship the containers to ABCRC until advised by the BCMB.
3. Provide the customer with BCMB’s phone number so they know who to contact regarding these containers. Should the customer refuse to complete a CVR or leaves with the material, please ensure that you still notify the BCMB. Provide as much detail as you can (license plate, customer description) and include security images if possible.

For more information, please contact a BCMB Compliance Officer by calling/emailing:

Toll Free: 1-888-424-7671

Phone: 780-424-3193

Email: compliance@bcmb.ab.ca

