



DATE: December 1, 2022

TO: Depot Network

RE: **Off-Spec Lucerne Egnog Containers**

Attention depot operators and staff,

Recently we have been seeing off-spec (unused) Lucerne Egnog containers being brought into Edmonton and area Depots for refund. These containers have never contained a beverage and do not carry a deposit. A reference photo is attached, but they can be identified by the following:

- They have never been folded and glued into a carton shape, so they are completely flattened
- They are clean and have no beverage container residue inside
- They do not have best before dates printed on them

If containers matching the above descriptions are brought into your Depot, please submit a Container Validation Request (CVR) via the Quality Monitoring System (QMS) with pictures of the material and as much detail about the customer and container origin as possible. Please quarantine the containers and do not provide a refund or ship the containers to ABCRC until advised by BCMB. Also, please provide the customer with the BCMB phone number so they can contact us if they have any questions.

If the customer wishes to leave with the product, they may do so but please make note of the encounter and advise the BCMB. If your Depot has recently seen or accepted these containers, please notify Investigations Officer, Michelle Winmill, via email at mwinmill@bcmb.ab.ca or call 587-412-5610. We are looking for any information that will assist in identifying the person responsible for bringing these containers to Depots. If you have security footage, please save it as we would like to be able to review it.

If you have any questions about off-spec material or the CVR process, please reach out to a member of the BCMB Compliance Team. We are happy to help answer any questions you may have.

Toll Free: 1-888-424-7671
Phone: 780-424-3193
Email: compliance@bcmb.ab.ca



