

Empty Bottle Dealer (EBD) Policy and Procedure Manual



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CORE VALUES

The Beer Store operates within the principles of our 5 core values:

Respect

We strive to build trust with each other

We operate with a sense of team and promote a culture of Diversity, Equity, Inclusion & Belonging

Health & Safety

We care about our employees

We strive to achieve a high standard of Health & Safety to protect all stakeholders

Excellence

We always execute with excellence in everything we do

We empower our employees in a “make a difference” culture

Customer Experience

We deliver a superior experience at every touch point

We partner with all stakeholders to deliver best in class customer satisfaction

Sustainability Leadership

We are proud to act as a steward for our communities

We consider the environment in our actions to support a sustainable future



The responsibilities of an Empty Bottle Dealer are outlined in the contract between you and The Beer Store. You must adhere to all the requirements set out in your contract as well as this policy and procedure manual. Failure to comply could result in suspension or termination of your contract.

Going forward this manual will refer to The Beer Store as **TBS** and the Empty Bottle Dealer as **EBD**.

Customer Contact Centre

Hours of Operation:

- Monday to Friday 8am to 8pm
- Saturday and Sunday 9am to 5pm
- Statutory Holidays CLOSED

Phone Number: 1-888-948-2337
Email: customerservice@thebeerstore.ca



**please include your EBD number and name on email communications

Payment

EBDs will be paid the deposit value for all empty eligible program containers that are returned to TBS and a commission percentage on said value (before HST). If you provide a HST number then HST will be paid on the total commission value. If you have questions about your commission rate, please contact your supplying logistics site.

All payments will be made by electronic funds transfer (direct deposit) and will be in your account within 2 - 3 business days after pick up.

Ordering Procedures

Online Ordering

All pickup orders must be placed on our Beer for Business online platform at www.beerforbusiness.ca available 24 hours a day, 7 days a week. Log on credentials and access to the ordering guide will be sent to you by our Customer Contact Centre upon new account set up to the email address on file or when you fill out the registration form at www.beerforbusiness.ca.

There is also a FAQ on navigating the system accessible at the bottom of the page once logged in.

Phone Ordering

A service fee of \$20 will be applied for all orders placed over the phone via our contact centre. This is an optional fee, as our user-friendly online ordering system at www.beerforbusiness.ca remains a free of charge option for placing your orders.

Cut Off Time for Pickup Order

Pick up orders must be received by the cut off time established by your supplying logistics site, which can be found in the “My Account” page when logged in to Beer for Business. You may make changes to a pickup order until the order close time.

Delivery and Billing Documents

There are 4 documents in our ordering and delivery process, if our emails are not reaching you check your junk or spam folder, if they are not there, you may access these documents from www.beerforbusiness.ca document history page for download and printing.

Order Confirmation	<ul style="list-style-type: none">• we send this email when your pick up order is received• order confirmation lists all supplies ordered
Delivery Note	<ul style="list-style-type: none">• we send this with the delivery crew• document is a packing slip and only lists the supplies and quantities delivered• receiver will be asked to sign the form to confirm the supplies being delivered
Customer Returns Slip	<ul style="list-style-type: none">• delivery crew will itemize all of your empty returns at the time of pickup• receiver will be asked to sign the form to confirm the empties being returned• delivery crew does not know the amount owing and will not be calculating the value of your empty returns at time of pickup• administrative team will credit your account within 24 hours of the pickup
Credit Note	<ul style="list-style-type: none">• we send this email when your returns have been entered at The Beer Store• lists all the empties returned, the value of the return by package, commission and HST (if applicable) and the total amount that will be credited to your account• quantities on the credit note should match the customer return slip left with you at the time of pickup

Empty Pick Ups

Guidelines

- your pick up day will be established and communicated to you by your supplying logistics site
- a pick up day is assigned according to your location and pick up time is determined by your position on the truck delivery route
- a TBS representative will work with you to select a time window that will support your operation and not interfere with your business
- a scheduled pick up will have an estimated time window, TBS will contact you if the pick up will be significantly earlier or later than the estimated time
- generally, expect pick up once per week, this frequency may be either increased or decreased, depending on purchasing patterns
- discuss with the supplying logistics site the need for additional pick ups, they will take into consideration issues raised by you and will make final determination on any change in frequency
- similarly, TBS may make recommendations to you to decrease pick up frequency in the slower winter months, reduction in frequency will not take place until the supplying logistics site has discussed these recommendations with you

- TBS will advise of permanent changes to your pick up day or time no less than 2 weeks prior to its implementation
- your pick up day may change in the week of a statutory holiday; TBS will communicate these changes at least 2 weeks prior to the statutory holiday

Safety

Health and safety is the responsibility of all employees of The Beer Store, no employee will work or act in a manner that could cause injury to themselves, customers or damage to equipment or property.

Pickups will be made to the EBD premises with one TBS employee, to ensure a safe working environment for our delivery crew please reference the Safety Requirements - Delivery Acceptance Area guide included with your welcome package or at www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms.

Empty Returns

Environmental leadership means promoting the recovery, reuse or recycling of all our packaging and encouraging customers to participate in this program as a means of reducing waste.

EBDs **must accept and refund** customers for deposits on all beer, wine and spirit containers on which a deposit has been paid in the Province of Ontario. As well, EBDs must accept all related secondary packaging that is returned to TBS with normal empty returns.

Empty Pick Up Requests

When you place your empty pickup order on a set day on-line using our Beer for Business website www.beerforbusiness.ca you first order your supplies and then at the time of checkout you will advise how many empties or “footprints” are to be returned.

The footprint count is the number of pallet positions on the truck, a PECC is 1 footprint, two gaylords are 2 footprints and each pallet of empties from 1 case up to an equivalent full pallet is 1 footprint.

Return Requirements

Ontario Deposit Returns (ODR) program covers all wine, spirit, and cooler containers over 100ml sold through LCBO stores in Ontario, winery retail stores and beer containers over 100ml sold outside The Beer Store system, this includes tetra, bag in box and case.

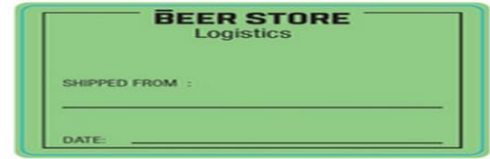
All ODR containers must be sorted separately from all beer containers accepted for deposit refund through TBS beer container recovery system. Containers not properly separated will not be accepted by TBS.

When returning containers, they must be segregated by package type and deposit value. This will allow drivers to get an accurate count and apply the proper credit.

All bulk return containers **must** be accompanied by a check off sheet denoting how many units are in the container.

You will find check off forms for can and ODR bins at www.thebeerstore.ca/empty-bottle-dealer/deposit-returns.

Ahead of pickup you are to place a shipped from label on all gaylord liners, PECC liners and clear plastic bags with your EBD number clearly marked.



Sorting Requirements

All EBDs must sort by container type and deposit value unless indicated below:

- | | |
|-----------------------------------|---|
| • glass container - TBS | must also be separated into clear and colour |
| • glass container - ODR | must also be separated into clear and colour |
| • tetra pack - ODR | deposit value sizes can be mixed |
| • bag in box - ODR | bag/bladder needs to be removed and box placed with cardboard |
| • ceramic/porcelain - ODR | deposit value sizes can be mixed |
| • PETs | TBS and ODR and deposit sizes can be mixed |
| • aluminum/steel container – cans | TBS, ODR and deposit sizes can be mixed |

Deposit Value

- | | |
|---|------|
| • containers over 100ml and up to 630ml | 10¢ |
| • containers more than 630ml | 20¢ |
| • cans less than or equal to 1 L | 10¢ |
| • cans greater than 1L | 20¢ |
| • cylinders less than 30L | \$20 |
| • kegs greater than or equal to 30L | \$50 |

Please note that containers less than or equal to 100ml should be placed in the customer's local blue box recycling program. If these containers are returned to TBS there will be no deposit paid, however TBS will ship to our recycler.

Container Types

Ceramic/Porcelain

Must be kept separate from all other package types returned in a box clearly labelled "CERAMIC."

Aluminum/Steel Container (can)

TBS and ODR aluminum/steel containers (cans) can be commingled and loose (not in bags) within an empty can container (PECC) and liner with a maximum 260 dozen per bin * note – cans missing their entire top were never sold to consumers and therefore does not have a deposit charged on them that needs to be refunded.

Tetra Pack/Bag in Box/PET

Must be sorted separately by package type and returned using clear plastic bags that clearly state how many containers are in the bag.

Where volume warrants a gaylord bin and liner with a check off sheet adhered to the container denoting the number of units within may be used.

Glass Container - Beer

All glass containers are to be returned in the original packaging or TBS knockdown cartons and separated by clear and colour. Containers are to be palletized using only brewer standard pallets with a maximum of 12 cases (24 bottles per case) placed on each row.

Glass Container – ODR

Gaylord bins with a liner are used to return all ODR glass and must be separated by clear and colour with a check off sheet adhered to the container denoting the number of units by deposit value. In emergency cases only where supplies of gaylords have run low you may palletize ODR glass. Please reference page 11 [TBS and ODR Glass Containers >=630ml](#) for information on this process.

Secondary Packaging

- plastic wrapping
- cardboard cases
- boxboard
- paper bags
- plastic rings
- bottle caps
- corks

Secondary packaging will be accepted for pick up at no charge to you and no deposit value credit given. All secondary packaging should be placed in separate bags.

Case Piling and Palletizing

You may palletize ODR and TBS returns where volume warrants, the mixing of 10¢ containers and 20¢ containers in cartons on the same row is not permitted, with the exception of the top row of a return pallet.

TBS and ODR Glass Containers < 630ml

A maximum of 12 cases (24 bottles per case) can be placed on each row, use the guide below for proper placement of cases. Only Brewer standard pallets are to be utilized and the row piling pattern must be alternated as depicted to ensure stability.

- two 12-pack original cartons can be used in place of one 24-pack case, 12-pack cartons are not to be placed in trays, nor are they to be placed in trays with 6-packs, nor are they to be placed in a 24-pack original carton with 12 loose bottles
- 6-packs (in original cartons) can be placed in trays to create a full case. Do not mix 6-pack cases and loose bottles or place 6-pack cartons in a 24-pack original carton
- only place fully enclosed original carton 24-pack containers on the 4 corners of each row (i.e. no knock downs, 12-packs, or 6-packs in trays)
- to palletize other industry case sizes use table L-2 below for proper placement
- **palletized empty bottles <630ml must be either tied with twine on the 4th and top row or the entire pallet must be shrink wrapped**

Piling Pattern (</=630ml)

1	4	6	
2		7	
3	5	8	
9	10	11	12

Row Alternate

9	10	11	12
3	5	8	
2		7	
1	4	6	

Table L-2: Cases of containers < 630 ml

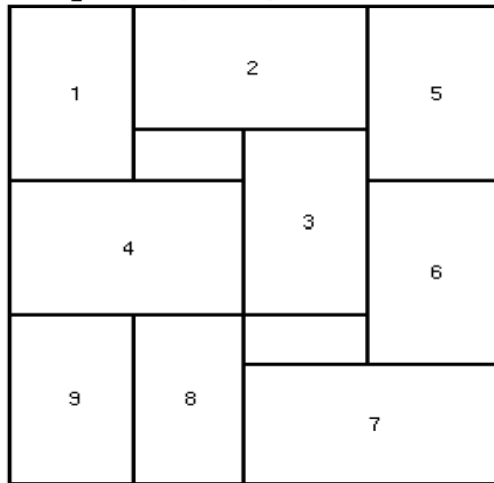
24	24	24	24	24	28	28	28	24
24	24		24		24	24	24	24
24	24	24	24	24	12	12	12	24
24	24	24	24	24	24	24	24	24
28	28		28		24	24	24	24
28	28		28		15	6	15	24
28	28		28		28	28	28	24
28	28		28		28	28	28	24
18	18	18	18	24	24	24	24	24
18	18	18	18	24	20	28		24
18	18	18	18	24	24	24	24	24
12	12	12	12	24	24	24	24	24
20	20	20	24	24	15	15	15	15
20	20	20	24	24	6	6	6	6
20	20	20	24	24	12	12	12	24
24	24	24	24	24	24	24	24	24
15	15	15	15	24	18	18	18	18
15	15	15	15	24	24		24	
15	15	15	15	24	24	24	24	24
24	24	24	24	24	24	24	24	24

TBS and ODR Glass Containers >=630ml

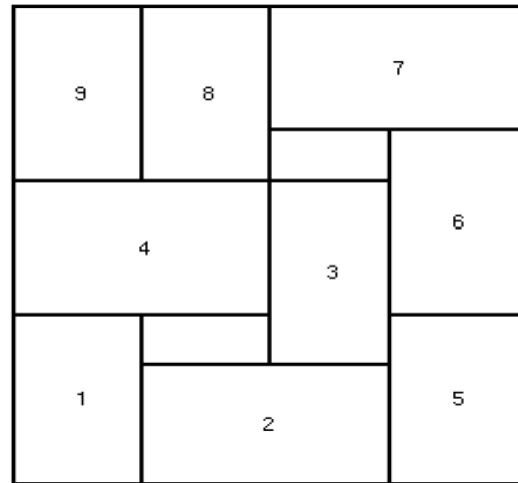
*Only to be used if your supply of gaylords has run low.

A maximum of 9 cases (12 bottles per case) can be placed on each row, use the guide below for proper placement of cases. Only Brewer standard pallets are to be utilized and the row piling pattern must be alternated as depicted to ensure stability.

Piling Pattern (>630ml)



Row Alternate

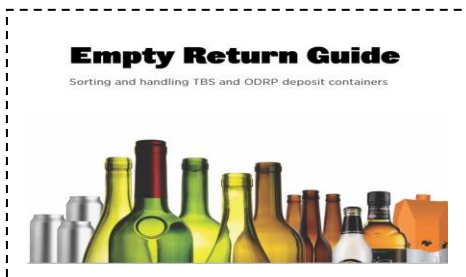


- two 6-pack cartons can be used in place of 12-pack case
- **palletized empty bottles >630ml must be tied on every row or the entire pallet must be shrink wrapped**
- when piling cartons with various heights on a single row, attention must be taken to ensure pallet stability when additional rows are added. When possible, place these cartons on top pallet rows to ensure stability

Pallet Construction

The chart below lists maximum pallet heights by various row combinations. Pallets of returns must not exceed the heights listed below:





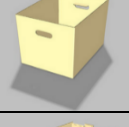

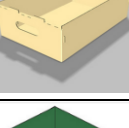



Possible Pallet Scenarios	Rows per Pallet		Pallet Height (inches)
	less than or equal to 630ml	greater than 630ml	
1	7	0	68.75
2	6	1	72.50
3	5	2	76.25
4	3	3	70.75
5	2	4	74.50
6	0	5	69.00



For additional information on empty returns please reference our **Empty Return Guide** included in your welcome package or you can find it on our website at www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms

Supplies

TBS will supply you with the following items to help you return all empties on your next pick up day at no cost to you. Please ensure you order supplies while placing your pick up order.

Description	Shipping Size		Description	Shipping Size	
Clear bags 26" x 36" Clear bags 35" x 50"	250/case 125/case		PECC can bin liner	1 each	
Gaylord	1 each		Shipped from label	500/roll	
Knockdown – ODR (12)	25/bundle		Shrink wrap	1 each	
Knockdown – TBS (24)	60/bundle		TBS pallet	1 each	
PECC can bin	1 each		Twine	1 roll/box	

Signage and Advertising

Advertising – Use of The Beer Store Wordmark

Subject to prior written approval from TBS, “The Beer Store” wordmark is available for use in advertising by an EBD. Prior approval is obtained by contacting marketingdepartment@thebeerstore.ca and submitting a copy of the advertisement for authorization. At no time, until the prior written approval and consent of TBS, shall an EBD use the TBS wordmark or TBS branding for any type of advertising campaign whether through social media platforms, poster displays, radio ads, TV commercials, or any other type of platform.

Signage

- upon start up, you will receive one interior and one exterior sign
- additional signs are available at cost
- ensure signage is maintained in good condition and viewable to customers
- any signage, whether interior or exterior should not have their view obstructed from the public
- EBDs are responsible for replacing damaged signage
- additional signage contemplated by the EBD must first be approved by TBS for both content and graphic design
- signage not approved or use of the TBS wordmark in any form of advertising or signage that does not meet TBS standards must be removed upon request at the EBD’s expense

For all questions regarding signage please email logistics@thebeerstore.ca

Updates

For updates to our Empty Bottle Dealer Policy and Procedure manual or other material please visit www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms.