

# 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](mailto:customerservice@thebeerstore.ca)



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

## Payment

You will be paid the deposit value for all empty eligible program containers that are returned to TBS and a commission rate of **15.6%** and \$2.20 flat rate on kegs/cylinders on said value (before HST). If you provide an HST number then HST will be paid on the total commission value.

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](http://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](http://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](http://www.beerforbusiness.ca) remains a free of charge option for placing your orders.

### Cut Off Time for Pickup Order

Pickup 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](http://www.beerforbusiness.ca) document history page for download and printing.

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

## Empty Pick Ups

### Guidelines

- your pickup day will be established and communicated to you by your supplying logistics site and is based on your location
- your pickup time is determined by your position on the truck delivery route
- 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
- TBS will advise of permanent changes to your pickup day or time no less than 2 weeks prior to its implementation
- your pickup 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.

Pick ups will be made to your 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](http://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](http://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 in Ontario and beer containers over 100ml sold outside the TBS system.

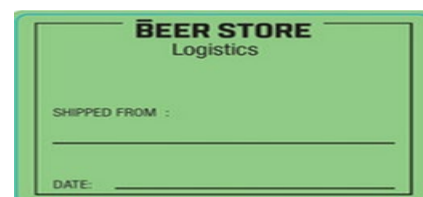
All refillable glass bottles must be kept separate from non-refillable bottles. Non-refillable glass bottles can be co-mingled but sorted into clear and coloured glass bins, including beer, wine, spirit, cider and other alcoholic glass containers accepted for deposit refund through the TBS beer container recovery system. **Containers that are 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 sheets for can and comingled ODR/TBS bins at [www.thebeerstore.ca/empty-bottle-dealer/deposit-returns](http://www.thebeerstore.ca/empty-bottle-dealer/deposit-returns).

Ahead of pick up 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

On our website you will find a spreadsheet titled [product shelf life](#) which lists all brands supplied by TBS and whether or not the container is refillable or non-refillable [www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms](http://www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms).

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

- |  |   |
|--|---|
| • glass container - TBS - refillable       | must also be separated by type/brand                          |
| • glass container – ODR/TBS non-refillable | 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 and placed on a brewer standard pallet with a **maximum 260 dozen cans per bin** (approximately 200 lbs). Please note overfilling causes the sides of the PECC to bow and excess containers will fall out of the bin.

### 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 - Refillable

Industry standard bottles (IBS) or private mold bottles (PMB) must be kept separate from non-refillable bottles, IBS can be sorted together regardless of brand in one case while PMB need to be separated by brand in one case. All glass containers are to be returned in the original packaging or TBS knockdown cartons..

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 and Non-Refillable TBS

Gaylord bins are used to return all ODR and non-refillable TBS glass which can be co-mingled but must be sorted into bins containing only clear and coloured bottles. A [check off sheet](#) must be adhered to the container denoting the number of units by deposit value. Do not overfill the gaylord bins, no cresting.

In emergency cases only where supplies of gaylord bins have run low you may palletize ODR/TBS non-refillable glass. Please reference page 11 [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 pickup at no charge to you and no deposit value credit given. All secondary packaging should be placed in separate bags.

If volume warrants you may return cardboard cases in a PECC bin, a plastic liner is not required to return cardboard.

## Case Piling and Palletizing

TBS refillable glass containers are to be palletized for return, ODR/TBS non-refillable glass containers should only be palletized when your supply gaylord bins have run low. 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. Clear ODR/TBS non-refillable bottles, colour ODR/TBS non-refillable bottles and refillable bottles must all be returned on separate pallets.

## 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 4<sup>th</sup> 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

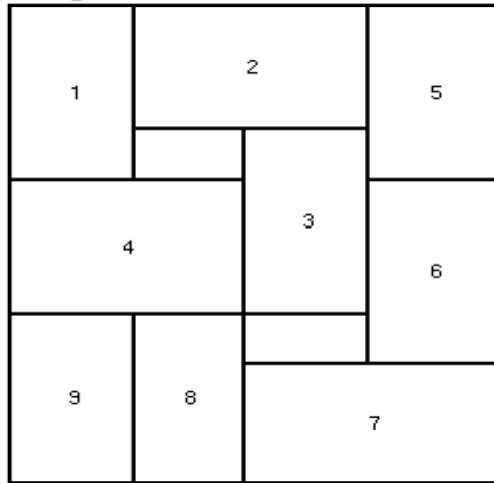
24	24	24	24	24	28	28	28	24
24	24		24		24	24	24	24
24	24	24	24	24	12	12	12	24
24	24	24	24	24	24	24	24	24
28	28		28		24	24	24	24
28	28		28		15	6	15	24
28	28		28		28	28	28	24
28	28		28		28	28	28	24
18	18	18	18	24	24	24	24	24
18	18	18	18	24	20	28		24
18	18	18	18	24	24	24	24	24
12	12	12	12	24	24	24	24	24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

## Glass Containers >=630ml

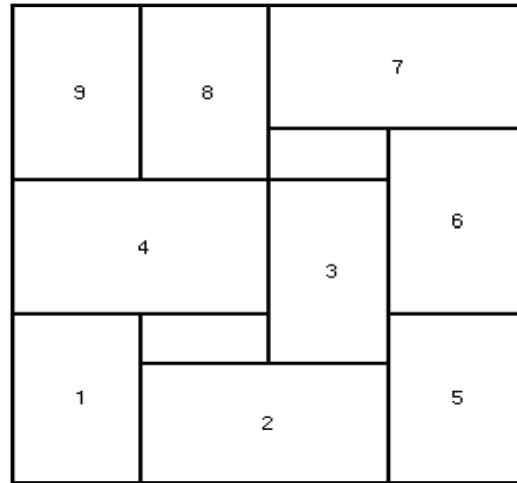
\*only to be used if your supply of gaylords has run low

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**

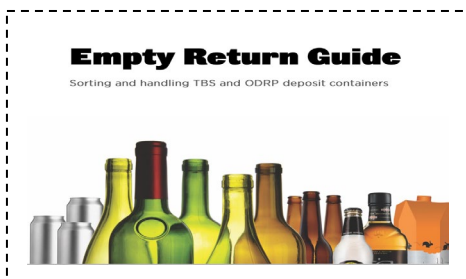


- two 6-pack cartons can be used in place of 12-pack case
- **palletized empty bottles >630ml must be tied on every row or the entire pallet must be shrink wrapped**
- when piling cartons with various heights on a single row, attention must be taken to ensure pallet stability when additional rows are 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/deposit-returns](http://www.thebeerstore.ca/empty-bottle-dealer/deposit-returns)

## Supplies

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

## Defective or Damaged Bins

Damaged or defective bins may include rips or tears and should be removed from service, labelled and sent back to your supplying logistics site for recycling. TBS will replace damaged/defective bins at no cost to you.

In the event a defective/damaged bin is assembled and filled with recyclables the bin must be secured in plastic wrap and identified as defective before transport with mobile equipment

## Advertising – Use of The Beer Store Wordmark

Subject to prior written approval from TBS, "The Beer Store" wordmark and other TBS branding is available for use in your advertising. Prior approval is obtained by contacting [marketingdepartment@thebeerstore.ca](mailto: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 you 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.

## Hours of Service

You must post signage in a clear, unobstructed and visible area to the public that your location accepts eligible program container returns and also include hours of operation for accepting returns. Empty bottle return hours are at your discretion.

## 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](mailto: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](http://www.thebeerstore.ca/empty-bottle-dealer/manuals-and-forms).