



May 17, 2024

ATTN: Planning Department  
Regional District Okanagan-Similkameen  
101 Martin Street  
Penticton, BC V2A 5J9

**RE: Operational Letter for an Express & GO Station for Royal Canadian Legion #227 – Okanagan Falls**

Encorp Pacific (Canada)(Encorp), also known as Return-It, is a federally incorporated, not-for-profit, product Stewardship Corporation with beverage container management as our core business. Encorp has over 30 years of leading extended producer responsibility (EPR) performance in Canada and diverting more than 23 billion beverage containers from the landfill. Our mandate is to develop, manage, and improve systems to recover used packaging and end-of-life products from consumers and to ensure that they are properly recycled and not land-filled or incinerated. As EPR programs and the need for recycling solutions for various material streams continue to grow at a rapid pace, we have been at the forefront of providing innovative solutions. Our systems also include the development and implementation of methods which provide solutions to reduce waste. More info can be found at <https://www.return-it.ca/about/>.

In alignment with the Regional District Okanagan-Similkameen efforts to divert waste, support climate action, and protect our natural environment, and in partnership with Royal Canadian Legion #227, Encorp hoping to site one of our **award-winning** Return-It Express & GO stations in 5009 Veterans Way, Okanagan Falls, BC.

Return-It Express & GO stations, which Encorp introduced in 2019, revolutionize the consumer's recycling experience by providing them with an accessible, unstaffed, cashless, contactless, and solar-powered used beverage container recycling option. Different from a traditional "bottle depot", the ease and convenience of an Express & GO station provides residents with the ability to drop-off their used beverage containers in a quick "in-and-out" manner – with the whole process taking about one minute from start to finish.

This is one of the ways in which Encorp is addressing BC consumers' accessibility to the beverage return program and, more specifically, expanding beverage container recycling options in communities where a traditional bottle depot is not viable or available. The primary goal of the Express & GO system is to support the growing demand and need for recycling infrastructure in a wide range of communities – from large urban centres where commercial space is at a premium to less accessible rural and remote locations.

Encorp is currently operating 16 Express & GO stations throughout BC, with Express & Go Penticton being the closest example to the location we are hoping to site in your community.



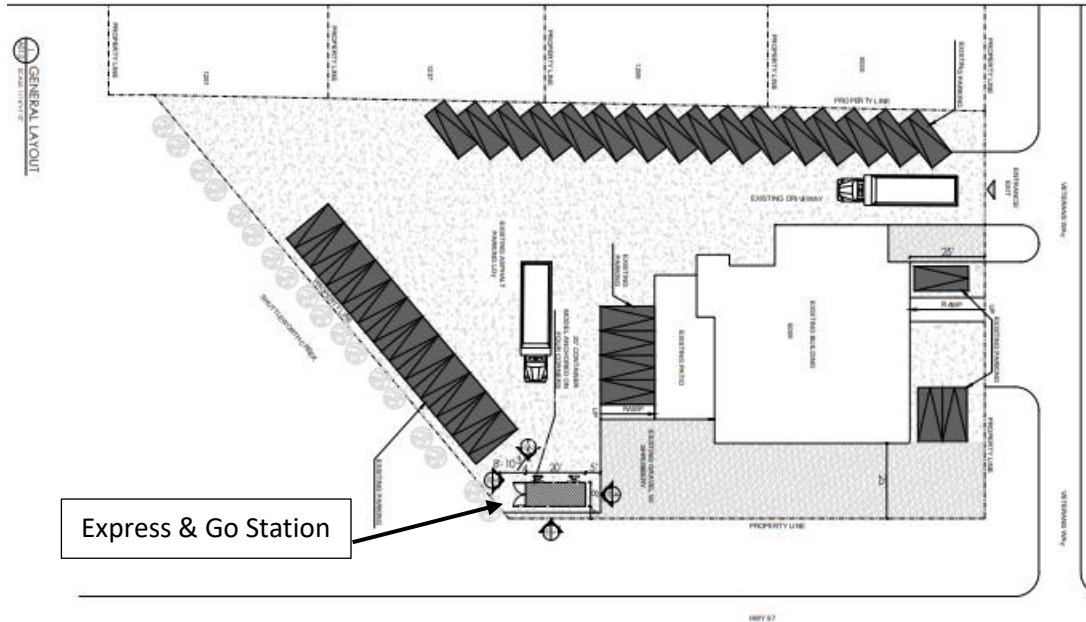


Figure 1- An overhead perspective of Return-It's proposed Express & GO Station at 5009 Veterans Way, Okanagan Falls

Please refer to Appendix A for a detailed description of the Express System and the Express & GO station. Please refer to Encorp's website for more details on Express & GO, and all our current locations at <https://www.return-it.ca/express/expressandgo/>.

Encorp is confident that the Express & GO program is a benefit to the community and meets our joint goals of expanding accessibility to convenient recycling options. We appreciate your support and time to review this proposal. If you require further information or have any questions, please let us know.

**Encorp Pacific (Canada) Contact Information:**

Chris Campbell, Vice-President of Operations @ [chris.campbell@returnit.ca](mailto:chris.campbell@returnit.ca)

Cindy Coutts, President and CEO @ [Ccoutts@returnit.ca](mailto:Ccoutts@returnit.ca)

Sincerely,

*Chris Campbell*

Chris Campbell  
Vice President, Operations





## Appendix A – Return-It Express System and Express & GO Stations

### How the Express and Express & GO System Works

Return-It Express is specifically designed as a quick and simple beverage container recycling solution for BC consumers. Express customers:

1. Sign up online for a free Return-It Express account.
2. Print Express labels at either a nearby Express kiosk or at the Express & GO station. They can also print additional labels for future use.
3. Place their unsorted used beverage containers in transparent plastic bags, affix the printed label to each bag that they are dropping off at the Express location or Express & GO station.
4. Enter their unique one-time PIN code into the keypad located at the Express & GO station, to open the station's hatch to drop off their Express bags.
5. May redeem their deposit refunds via their Express account application by requesting either an electronic transfer or a cheque payment.

Encorp picks up the Express & GO bags on a regular schedule and monitors the station for extra pickups when the station is full. As volume increases, Encorp increases the scheduled pickup frequency. Encorp then sorts and counts the containers and credits the customer's online Express account.

The Express system is also a great way for charitable, sport or student organizations to fundraise. Charities and non-profit organizations can set up an Express account and provide their account information to their supporters who may want to direct the funds from their containers to a cause of their choice.



Figure 2: An example of one of the currently operational Express & Go locations



## Hours of Operation

The Express & GO stations are typically open from 7:00 am to 10:00 pm, seven days a week. They are locked remotely so that Express users cannot drop off their bags after hours. The hours of operation can be tailored to either the location or the community's need.

## Customer Usage and Volume

The Express & GO model is uniquely designed to appeal to Okanagan Falls residents, who want a fast and convenient way to return their used beverage containers without having to go to a traditional depot. It typically takes the Express customer about one minute to print their label and drop off their Express bags. Customers simply "drop and go". Unlike traditional bottle depots that also collect other recyclable materials (such as end-of-life electronics), the Express & GO station is designed for the single purpose of collecting used beverage containers. The efficiency of this contactless and cashless system eliminates line-ups and loitering.

We expect the Express & GO station to be used by local area residents as they commute to and from work, or at any other time of their convenience. Customers can park in one of the provided parking spots to quickly drop off their Express bags. Express customers living close to the station location may also opt to arrive on foot. Parking or congestion at the site are rarely an issue.

The volume of returned used beverage containers at the Keremeos Express & GO station, a location we consider comparable to the site we are proposing for Okanagan Falls, is currently averaging 87,726 per month.

## Express & GO Station and Customer Security

The Express & GO station is equipped with the following security and safety features:

- **Security Cameras** - Internal and external cameras are installed in each Express & GO station, which are monitored 24/7. The external cameras help to eliminate loitering or unwanted activity around the station. They also enable Encorp to immediately and directly assist customers as may be needed and, if necessary, to request assistance in responding to any incidents.
- **Lighting System** – Lights inside and outside the station.
- **Alarm System** - An alarm system which is monitored 24/7.
- **Earthquake Protection** - Earthquake safety features includes securing the station to the ground.
- **Fire Suppression** - A fire suppression system, that includes a fire hose connection for use by the fire department and an internal compressed dry nitrogen-based fire suppression system.
- **Easy Escape** – Quick-release handles are installed on the inside of the doors to ensure a quick and easy exit in the event that someone is shut inside the station.





## Collection and Transportation of Used Beverage Containers

The Express & GO station is serviced regularly by Encorp contracted third-party transportation partners, who will empty the station from a designated onsite loading area, using a standard 5-tonne truck or smaller collection vehicle. The frequency of pick-ups is flexible and can be modified quickly to accommodate the real-time volume of Express bags deposited.

## Power Requirements and Maintenance

The Express & GO stations are primarily powered by solar panels, thus reducing the dependence on a local source electricity. They may, however, require a minimal amount of external power during the winter months and so we also install a direct connection to a local power source as backup.

Encorp works with contracted maintenance providers to ensure that the Express & GO station is kept clean on the outside, and the transporters maintain the inside. We also perform regular additional cleaning and maintenance to ensure the container is well-kept and maintained.

## Insurance Liability

Encorp purchase insurance liability for each Express & Go station which is a Commercial General Insurance policy, with a limit of not less than \$5,000,000, inclusive per occurrence providing coverage for death, bodily injury, property loss, property damage and other potential loss and damage arising out of the Express Station, the Licensee's use and occupation of the License Area, and the area around the License Area that customers of the Express Station will use to park vehicles or access the License Area.

