

Round & Round

New Year Brings New Lifestyle for Ken Teare

As anyone who has spent time with him knows, Ken Teare's approach to everything he tackles is completely positive, so it is no surprise that he is equally positive as he approaches his retirement at year end from ABCRC.

As the date draws near, Ken reflects on his work life as three distinct careers, the most recent of which has been the past seven years at ABCRC. Ken has valued the mentors in his life and has endeavoured to be a mentor. His open door policy, his belief in empowerment, and his management style that looks for solutions that are close to the problem wherever possible, have resulted in working partnerships where mutual respect has been fundamental to success.

Ken's first career also spanned seven years. He spent his summers during those years working as a cowboy for Brewster Mountain Pack Trains. It was a perfect setting for a thirteen-year-old to begin his working life as a packer and to later become a guide for the groups that came for the mountain experience each year. Ken not only has fond memories and charming stories from those cowboy summers, he has lifelong friends.

For the twenty-five years between Brewster and ABCRC, Ken worked with Calgary Power, which later became TransAlta Utilities. He started as a summer student when he was studying Electrical Engineering at the University of Alberta and continued as he was finishing his MBA degree at the



Ken always seems to be able to see the pot of gold at the end of the rainbow. The rainbow pictured here appeared near Lake Wabamun. We wish Ken and Sylvia the very best as Ken prepares for retirement from ABCRC.

University of Western Ontario. Summer jobs with Calgary Power became full time in 1966 with Ken holding several positions, finally as Vice President, Customer Service Operations. More lifelong friends became a valued legacy of his Calgary Power career.

One of the tasks that Ken undertook at Calgary Power was to bring some fun to the staff recognition events. He chaired and hosted the "Twenty-five Year Club" for about five years but ironically, he left the company just a month short of his own twenty-five year celebration and missed the gold watch!

Just prior to joining ABCRC Ken spent a few years consulting, and teaching at Mount Royal College. Teaching encouraged his creativity and in one

class he brought his golf clubs, making the point that in the real world there are only about 30 seconds in which to capture the attention of management before they head out to the course (or the next meeting). Each student was given 30 seconds to make their point and it was a technique that certainly got the students' attention!

Education wasn't the only pursuit Ken engaged in during the mid sixties. In March, 1961, when he was a first year engineering student, friends put him in the awkward situation of a blind date. Ken was a passionate hockey fan even in those days so he agreed to the date only if the foursome would take in a game. He didn't want the evening to be a complete waste of time! Well this blind date had a fairy tale ending.

After March 1961 Ken had eyes only for Sylvia. It apparently took him five days to drive from Edmonton to London, Ontario when he had to return to university, but only 46 hours to come back when he was going to be seeing Sylvia. They married in September, 1966 – on Ken's birthday – and shortly after Sylvia finished her B.Sc. in Nursing at the University of Alberta in 1967, they moved to Calgary.

The move to Calgary brought Ken home. He grew up in Calgary where his father was a Chartered Accountant. It was during his early teens, when he missed a friend's party due to illness, that a unique opportunity created a lifelong interest for Ken.

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Ken's Corner



If this last quarter is any indication, winding down for retirement has not been an idle time. The essence of the recently introduced Container Recycling Fee initiative by the beverage container recycling industry has involved many meetings with the partners involved. Planning the media for the announcement has been extensive and focused on both the retailer and the consumer alike. John Nixon has been doing a wonderful job in media relations and in providing "the answers" as questions have been raised.

Once again we had our annual staff meetings in both Calgary and Edmonton. I would like to personally congratulate three employees for their commitment and service to the organization. Savath Chuon has now been with ABCRC for five years and Rolando Victorio and Gord Boyes are celebrating their ten-year anniversaries.

In November an ABCRC contingency will be travelling the province with ABDA and BCMB representatives for the annual Regional Meetings. It is hoped the meetings will provide an open forum for the exchange of information, issues and concerns, and that attendees will be as enthusiastic as we are about upcoming improvements in our operations. The new electronic R-Bill is intended to improve the quality of processing for both the depots and the plants.

I want to thank everyone who has been part of the ABCRC team and the common collection system partnership over the past seven years for their commitment, support and friendship. Knowing that you will all continue on the path of success that we have worked on together, allows me to leave with a sense of fulfillment and optimism for the future. Thank you for our time together.

Ken Teare
President

Staff Meetings

Luncheons were held in Calgary at the Blackfoot Inn on September 25th and in Edmonton at the Coast Terrace Inn on September 26th, for the annual get together of management and staff. The objective is to thank the staff for their hard work and commitment to the organization, as well as to provide an overview of current operations challenges and successes, along with ideas that are in the planning stages. Service awards were presented to employees who have met their first, fifth and tenth anniversaries.

Calgary Team at Annual Staff Meeting (Edmonton picture unavailable)
Back: Left to right - Ken Crammer, Fabian Rousseau, Antonio Williams, Russ Dela Cruz
Front: Left to right - Adeboye (Mike) Famakinde, Tom Bates, Jackie Durand, Chris Pennant



Upcoming Regional Meetings

During November ABCRC, the Alberta Bottle Depot Association and the Beverage Container Management Board will have representatives travelling to various centres in the province to meet with depot owners. It is hoped that the meetings will be as successful as last year in enhancing communication among the industry members.

The meeting schedule is as follows.

- November 12th – Grande Prairie
- November 13th – Edmonton
- November 14th – St. Paul
- November 18th – Red Deer
- November 19th – Medicine Hat
- November 20th – Calgary

Plan to attend. We look forward to seeing you there.

NEW OPERATIONS MANAGER

ABCRC would like you to join them in welcoming **Michael Harvey** who has recently joined the team.

NEW PLANT MANAGER

Kenn Thompson has recently assumed the position of Plant Manager for the Calgary Plant.

NEW ASSISTANT CONTROLLER

Please also welcome **Titus D'Souza** who has joined the ABCRC team and will be assisting Tom Bates.

RCA Recognition

ABCRC was pleased to be the recipient of three awards at the Recycling Council of Alberta Annual Conference that was recently held in Kananaskis. A bronze award was presented to ABCRC for their sponsorship and support of RCA. Ken Teare received a plaque in recognition of his support as an RCA Director over the past five years, along with a special RCA Individual Achievement Award.

Our thanks to the Recycling Council.

Industry Initiative Targets Sustainability

Global concern for the future of our environment is always a hot topic. However, there is often a gap between believing that we are entrusted with the management of waste and accepting the stewardship to reach established objectives. That cost is the responsibility of the manufacturer and consumer alike.

Within the beverage container recycling industry in Alberta, the Common Collection System partnership, which includes beverage manufacturers, has agreed that providing Albertans with information about the cost of recycling is an important element of stewardship. In spite of the exceptional success of the Alberta container recovery system, there is evidence that the system does not provide sufficient funds to support necessary ongoing improvement in return rates. As return rates and deposit refunds increase, the amount of money available to support the system decreases, making the current system unsustainable.

ABCRC will be implementing a three-part initiative that will ensure sustainability and continuous improvement in the system without requiring a change in government policy. The first step is to make the cost of recycling visible to the consumer. The

Container Recycling Fee (CRF) represents the net cost to recycle each kind of container, after credit has been applied for any commodity value the container may have, and after the unredeemed deposits are used. The CRF, or net cost of recycling, is now clearly separated from the refundable deposit that is paid by the consumer. Many retailers will show the separate fee clearly identified on the cash register receipt but that practice is optional. Every penny that is recovered through the CRF, through unredeemed deposits, and through the sale of recyclable materials will be used solely to support and enhance Alberta's recycling system and to divert beverage containers from landfills. Container recycling fees are currently in place in both British Columbia and Saskatchewan.

Secondly, ABCRC, the Beverage Container Management Board (BCMB) and Alberta Environment share the objective of continuous improvement in the return rate of all container-types in the beverage container system. Each year these organizations will review the return rates of each container-type and will determine appropriate funding levels, particularly for low-performing container-types. Funds will be allocated to various areas, which may include awareness and education, technology research and development, infrastructure improvements,

testing of new technologies, and improving customer experience.

Thirdly, as has been mentioned in previous articles, ABCRC will work in cooperation with the BCMB and the Alberta Bottle Depot Association to pilot and test new methods and technologies to improve efficiencies, increase productivity within depots, and improve customer experience.

Over the past few weeks an extensive public awareness campaign has been put into action. A recycling fee schedule, effective September 15th, 2002, lists all container types along with the refundable deposit and container recycling fee for each size available. Other printed material provides background on the container recycling fee, advising both retailers and consumers of the need for the fee, how it is structured, how the money will be used, and answers to a series of frequently asked questions. Television spots ran over a five-week period beginning in September and will be run again. Brochures, "Worth Every Penny" and "How It Works," have been provided to retailers for distribution to consumers.

ABCRC believes that real progress has been made with the introduction of the Container Recycling Fee. Visibility of the cost to ensure a sustainable system allows all residents within the Province to share in the stewardship of our environment.



non-refundable fee



The introduction of the Container Recycling Fee has raised many questions. John Nixon's role in media relations has kept him busy fielding the calls.

New lifestyle

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The guests at the party had been taken for a plane ride over Calgary and Ken was very unhappy that he had missed the event. However, his friend's father was the owner of a flying service, so when a new plane came in, Ken was invited to join the family for a ride. Even though Ken discovered that the door was ajar after they were in flight, the fright did not deter him from the vision that he wanted to become a pilot. He had been given a nice bonus when he left Brewster and he had two weeks available before university classes began. This was enough money to pay for the lessons and enough time to cram them in. Ken has owned four aircraft during the years since 1960, and he and Sylvia and their children have seen Canada from the air. They have flown regularly to Vancouver and Vancouver Island, as well as Fort McMurray, the United States and Mexico. Sylvia got her license as well so that they would both be capable of handling potentially difficult travel situations.

Ken views his retirement as simply a change in lifestyle. He has no interest in staying at home and hopes to become involved in a variety of short term projects where he can make a contribution to the success of that project. He is on the Board of Elders of his church where he plans to contribute more and would like to pursue his interest in flying through the Alberta Aviation Museum. Sylvia's part time consulting work will give them the freedom to spend time together playing some golf and doing other things they love, as well as continuing to enjoy encouraging their children, Stephanie and Bradley, as they develop their own paths in life.

There is no doubt that Ken is leaving ABCRC with additional friendships that will not be lost in this new phase of his life.

All the best Ken. 

New Technology to Ease Depot Administration

Fundamental to successful relationships is the exchange of information. For bottle depots and ABCRC, the "bill of lading" is an important communication tool. This bill of lading is referred to as an R-Bill. For years the manual tracking of loads shipped and completion of R-Bill data has allowed for multiple opportunities of human error, both at depots and at ABCRC. A variety of system improvements have been put in place to try to minimize the errors. The Operating Agreement addresses these, with a commitment to further improving the process from both sides of the operation. The current procedure of recording numbers on a paper packing slip and then having the data manually entered into the ABCRC computer continues to leave room for inaccuracy. Packing slips may be incomplete or illegible and data entry errors are possible when the numbers are entered at ABCRC. Not only is the entering of the data a duplication of procedure and time consuming, it often requires additional time for clarification of information.

ABCRC and the ABDA are both enthusiastic and optimistic that the new electronic "R" bill will lay a foundation that will improve the quality of data and provide future opportunities of information exchange. After many months of research into available technology that could provide a universal solution for all depots, a pilot project has been designed and will be tested in ten depots throughout the province beginning in mid November. If successful, plans are to expand the pilot to as many depots as possible. A successful foundation opens the door to many more opportunities for both depot operators and ABCRC. Some examples are bar-code scanning to facilitate loading, inventory management software for depots,

and improved off-loading efficiencies at ABCRC.

During the pilot project the group of participating depots will enter R-Bill information into an Internet web application from a computer located on-site at the depot. That computer entry will be directly imported into the computer at ABCRC. It is believed that this pilot project will be a reasonable test of the procedure and any portion of all of the system may be discarded, depending on the results of the test. ABCRC plans to maintain ongoing communication with the depots for the duration of the pilot in order to identify user acceptance of the program and to understand any problems or concerns the depots may be having.

Although ABCRC is the sponsor of the project, the Alberta Bottle Depot Association has been responsible for coordinating depot participation and for representing the general interests of all depots in the information technology area. It is critical that the depots participate consistently. It is only through the receipt of accurate data that the quality of information available to all members of the industry can be used to achieve the greatest success regarding both business and environmental objectives. 

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