**DISTRICT OF LAKE COUNTRY**

**BYLAW 708, 2009**

**CONSOLIDATED VERSION**

*(Includes amendment as of September 2, 2025)*

This is a consolidated copy to be used for convenience only. Users are asked to refer to the District of Lake Country Solid Waste Management Regulation Bylaw as amended from time to time to verify accuracy and completeness.

| Amending Bylaw | Summary of Amendments | Adoption |
|---|---|---|
| 732 | Delete & replace Section 2.10 of Schedule A<br>Delete & replace Section 1.3 of Schedule A<br>Delete & replace Sections 2.1 and 2.2 of Schedule A | October 27, 2009 |
| 988 | Delete & replace definition of Collection Fee<br>Delete & replace Section 2) a) i)<br>Delete & replace 1st paragraph of Section 2) a) vi)<br>Delete & replace Section 2) b) xii) 3)<br>Delete & replace Section 2) b) xiv) 3)<br>Delete and replace Schedule "A" Sections 2.0, 2.1, 2.8 & 2.10 | January 17, 2017 |
| 1017 | Delete & replace definition of Collection Fee<br>Delete & replace Section 2) a) i)<br>Delete & replace 1st paragraph of Section 2) a) vi)<br>Delete & replace Section 2) b) xii) 3)<br>Delete & replace Section 2) b) xiv) 3)<br>Delete and replace Schedule "A" Sections 2.0, 2.1, 2.8 & 2.10<br>**See Report to Council of July 4, 2017* | July 18, 2017 |
| 1186 | Delete & replace Section 2.3<br>Delete & replace Section 2.7 | June 21, 2022 |
| 1297 | Delete and replace Section 2.3 | September 2, 2025 |

**DISTRICT OF LAKE COUNTRY**

**BYLAW 708**

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# A BYLAW TO REGULATE SOLID WASTE MANAGEMENT WITHIN THE DISTRICT OF LAKE COUNTRY

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WHEREAS the District of Lake Country has established a service to provide for the management of solid waste;

AND WHEREAS the District of Lake Country considers that it is necessary to provide regulations for the management of solid waste;

NOW THEREFORE the Council of the District of Lake Country in open meeting assembled enacts as follows:

1) **INTERPRETATION**

In this bylaw, unless the context otherwise requires:

***Bag Tag*** means a tag that must be placed on all Garbage bags that exceed the quantity limits for Garbage removal outlined in this bylaw, with such tags being made available by the District for a fee.

***Collection Area*** means the area located within the District of Lake Country that the District determines capable of being serviced by the System.

***Co-mingled Containers*** means metal food and beverage containers, and all household plastic containers displaying #1 – 7 recycling symbols and including plastic film, but does not include beverage containers under deposit as part of the Provincial container deposit and refund system.

***Change Out*** means exchanging a cart for a different size of cart. Each separate service call for a change out is one change out whether it is to change out one or more carts.

Amended by Bylaws 988 & 1017

***Collection Fee*** means the fee for the curbside collection of Yard Waste, Garbage and Mandatory Recyclable Material from each Residential Dwelling Premises, as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time.

***Director of Engineering*** means the person appointed as such by the District and includes his or her lawful delegate.

***District*** means the District of Lake Country.

***Excess Producer*** means the Owner which at any time may require more Garbage and/or Mandatory Recyclable Material collection services than the Garbage and/or Recyclables Cart service provided by the District.

***Garbage*** means and includes all rubbish, non-recyclable materials, trade waste, ashes, household waste, discarded matter, rejected abandoned or discarded waste or vegetable or animal food, and other materials deemed non-recyclable.

***Garbage Cart*** means a wheeled container owned and supplied by the District and used for the collection of Garbage from Residential Dwelling Premises.

***Landfill*** means the Glenmore Landfill, located at 2105 Glenmore Road, Kelowna, BC.

***Large Cart*** means a cart larger than the designated size for the service the cart is provided for and is 240 L for Garbage and 360 L for Recyclable Materials.

***Mandatory Residential Recyclable Material*** means materials such as Co-mingled Containers, Recyclable Corrugated Cardboard, Mixed Waste Paper, and other materials approved for pick-up as part of the District's recyclables collection system.

***Mandatory Landfill or Recycling Depot Recyclable Material*** means all Mandatory Residential Recyclable Material, plus lead-acid batteries, White Goods, tires, asphalt, concrete, Recyclable Gypsum and includes all products listed in the Provincial Environmental Management Act's Recycling Regulation (Product Stewardship Program).

***Mixed Waste Paper*** includes, but is not limited to, boxboard, paper shopping bags, white and coloured ledger paper, wrapping paper, envelopes with or without windows, sticky notes, computer paper, third class mail, flyers, magazines, catalogues, telephone books, paper egg cartons, newspapers and any other 100% paper fibre products.

***Non-Recyclable Material*** includes but is not limited to Garbage and may include items that previously were recyclable but no longer have any recyclable value or purpose.

***Owner*** means the registered owner of any lands and premises situated within the District and shall, where applicable, include the agent, executor or administrator of such Owner or the lessee or occupier of the premises.

***Recyclables Cart*** means a wheeled container owned and supplied by the District, and used for the collection of Mandatory Residential Recyclable Material from Residential Dwelling Premises.

***Recyclable Corrugated Cardboard*** means a container for goods which is composed of an inner fluting (wave-like) of material and one or two outer liners of material (linerboard) which is not lined with contaminants such as wax, plastic or foam, and is free from contaminants such as oil, grease and food.

***Recyclable Gypsum*** means source-separated gypsum board or wall board, including new construction off-cuts or scraps, and old wallboard that has been painted, covered in wallpaper, vinyl or ceramic tiles and is removed during renovation, but excluding lathe masonry gypsum wallboard, wallboard associated with asbestos and wallboard contaminated with any other waste.

***Recyclable Materials*** means all Mandatory Recyclable Material, plus any other materials accepted for recycling at an approved Recycling Depot or at the Landfill.

***Recycling Depot*** means a facility for the receiving, collection, sorting and temporary storage of Recyclable Materials whose operation is the responsibility of the District or its designate as part of its recycling program.

***Residential Dwelling Premises*** means an individual dwelling unit with direct access to and from the outdoors and includes but is not limited to single family dwellings, two family dwellings, residential triplexes or fourplexes, manufactured homes, or individually serviced units of apartments, townhouses or condominiums. For clarification, Residential Dwelling Premises does not include, for the purposes of this bylaw, properties for which access to each individual dwelling unit is only available via common indoor hallways.

***Standard Garbage Bag*** means durable plastic bags, which shall contain not more than 95 litres, and must not weigh more than 23 kg when full, used for the collection of Garbage when tagged with Bag Tags from Residential Dwelling Premises.

***System*** means Garbage, Yard Waste and Mandatory Residential Recyclable Material collection system.

***White Goods*** means large metal appliances such as washers, dryers, stoves, hot water tanks, air conditioners, refrigerators and freezers, including those containing ozone-depleting substances.

***Yard Waste*** means green waste including but not necessarily limited to grass and hedge clippings, leaves, grass, flowers, vegetable stalks, woody or herbaceous waste, fruit and vegetable waste, and pruning that can be effectively composted. Includes pruning up to 1 metre in length and 2.5 centimetres in diameter.

***Yard Waste Cart*** means a wheeled container owned and supplied by the District, and used for the collection of Yard Waste from Residential Dwelling Premises.

2) **COLLECTION**

a) GARBAGE, YARD WASTE AND MANDATORY RESIDENTIAL RECYCLABLE MATERIAL COLLECTION SYSTEM

Amended by Bylaws 988 & 1017

i) Every Owner of a Residential Dwelling Premises within the Collection Area shall use the System and shall pay the rates and fees as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time.

ii) The District, or a contractor acting on behalf of the District, shall pick up all Garbage, Yard Waste and Mandatory Residential Recyclable Material set out at Residential Dwelling Premises within the Collection Area on the designated day of collection, provided it conforms to the terms of this bylaw and meets the Garbage, Yard Waste and Mandatory Residential Recyclable Material Cart size limits and rates outlined in Schedule “A’’.

iii) Notwithstanding Section 2.a.i and 2.a.ii of this bylaw, the District reserves the right to alter or exclude a Residential Dwelling Premises from the Garbage, Yard Waste and Mandatory Residential Recycling collection systems if collection costs, access routes or location are unsafe or unreasonable.

iv) The District reserves the right to refuse to remove all material that is not Garbage, Yard Waste or Mandatory Residential Recyclable Material, as defined by this bylaw.

v) Materials within Recyclables Carts that is not identifiable as Mandatory Residential Recyclable Material will not be collected.

Amended by Bylaws 988 & 1017

vi) Residents of stratified residential properties to which access to each individual unit is only available via common strata property shall utilize the Garbage, Yard Waste and Mandatory Residential Recyclable material collection systems established by the District pursuant to this bylaw, as determined by the Director of Engineering. Such properties shall participate in the System and shall pay all respective fees and charges as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time, as if each strata unit or lot were a Residential Dwelling Premises as defined by this bylaw.

A ready means of access shall, on the day of collection, be provided from the public street to the location of the Garbage, Yard Waste and Recyclables Carts placed out for collection. The access shall be unobstructed, satisfactorily maintained, and of sufficient size and kind to enable any authorized employee or contractor of the District to collect using normal collection efforts and procedures.

vii) The District may suspend collection service from properties where location or design of pick-up facilities are contrary to the provisions of this bylaw, but such suspension shall not waive any requirement, or abate or waive any charges or rates under the provision of this bylaw.

b) CONTAINER REQUIREMENTS – RESIDENTIAL

i) Every Owner of Residential Dwelling Premises using the System shall maintain in sanitary condition and in good order and repair the Garbage, Yard Waste and Recyclables Carts.

ii) Garbage, Yard Waste and Recyclables Carts shall be kept on the Owner's Residential Dwelling Premises at all times and shall not encroach upon or project over any street, lane or public place except when placed on such street or lane for the purpose of collection under this bylaw.

iii) For collection purposes, all Garbage, Yard Waste and Recyclables Carts must be placed within one metre and with wheels positioned away from the travelled portion of the lane, or the boulevard, adjacent to the Owner's Residential Dwelling Premises, or at a place designated by the Director of Engineering. Carts must also be placed one-half (0.5) meter from one another or any other obstacle.

iv) If Garbage, Yard Waste and Recyclables Carts are enclosed in a structure, it shall be built so said containers can be readily removed by residents.

v) For collection purposes, all garbage, yard waste and recycling cart lids shall be kept closed.

vi) Unless exempted by the Director of Engineering for reasons of physical disability, all Garbage, Yard Waste and Recyclables Carts shall be made readily accessible and with lids unlocked, pursuant to the provisions of Section 2.b.iii of this bylaw, for emptying, between the hours of 7:00 a.m. and 7:00 p.m. on the day of collection only.

vii) All Garbage, Yard Waste and Recyclables Carts shall be kept on the ground level and shall be readily accessible from the street, or lane abutting the Owner's Residential Dwelling Premises.

viii) All Mandatory Residential Recyclable Material are to be placed loosely in the Recyclables Cart, and bagging or bundling of Mandatory Residential Recyclable Material with string, ties or tape is not permitted.

ix) All Co-mingled Containers must be washed out prior to placement in Recyclables Cart for collection, or deposit at a Recycling Depot.

x) All Yard Waste is to be placed loosely in the Yard Waste Cart, and bagging or bundling of Yard Waste with string, ties or tape is not permitted.

xi) From the beginning of March to the end of November on designated collection days each Residential Dwelling Premises shall be permitted to place a Yard Waste Cart at the curb for collection.

xii) For Additional Garbage and Recyclables Cart Service

1) An Owner may request in writing that the District provide a Large Cart for Garbage and/or Mandatory Recyclable Material service or any other additional service under this bylaw;

2) The District may allocate to an Excess Producer Garbage and/or Recyclables Carts in sufficient size and number to make up the deficiency between Garbage and/or Mandatory Residential Recyclable Material produced and Garbage and Recyclables Cart collection services purchased;

Amended by Bylaws 988 & 1017

3) If the request referred to in Subsections 2) b) xii) 1) and 2) is approved by the Director of Engineering, the rates for such services (Large Cart Fee) will be as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time.

(*There is no section 2) b) xiii.)*

xiv) For Requesting a Reduction in Yard Waste and/or Recyclables Cart Service

1) An Owner may request in writing a reduction in the number or size of Yard Waste and/or Recyclables Carts; and

2) The District may approve the request if the Director of Engineering is satisfied that a reduction will not cause the property to become an Excess Producer; and

Amended by Bylaws 988 & 1017

3) The Owner will not receive any reduction in the annual fee for the System.

c) CONTAINER REQUIREMENTS – NON-RESIDENTIAL

i) Every Owner of premises other than Residential Dwelling Premises shall provide containers sufficient in size and number to contain all Garbage and Recyclable Materials without spillage and in a sanitary condition at all times, and all such containers shall meet zoning and other applicable requirements for size, location and access.

d) DISPOSAL REQUIREMENTS WITHIN GARBAGE CONTAINERS – RESIDENTIAL AND NON-RESIDENTIAL

i) No liquids shall be put in or be allowed to accumulate in any Garbage, Yard Waste and Recyclables Carts or in any container for Garbage provided by the Owner of premises other than a Residential Dwelling Premises.

ii) All materials that might adhere to any container shall be separately contained within individual disposable wrappings or containers before being placed in a Garbage Cart, or in any containers for Garbage provided by the Owner of premises other than Residential Dwelling Premises.

iii) Ashes shall be completely cooled and shall be placed in non-combustible containers and separate from other Garbage or inflammable material. Hot ashes from incinerators, any liquid wastes, bulk chemical composition waste, animal cuttings or wastes or oil, fuel, or equipment lubricant filters shall not be placed for residential Garbage collection.

iv) Treated Biomedical Waste shall be disposed of in accordance with Schedule “B” attached to and forming part of this bylaw.

3) **LANDFILL AND RECYCLING DEPOTS**

a) SANITARY LANDFILL AND RECYCLING DEPOTS

i) The type and nature of Garbage, Recyclable Materials, or other material that is deposited at the Landfill or a Recycling Depot will be as established by the operator of the Landfill or Recycling Depot.

ii) Garbage and other materials being transported to the Landfill shall be adequately covered and secured to prevent the materials from blowing or falling off the vehicle while in transit according to the following criteria:

1) An adequate cover shall be used, such as a tarpaulin, other overlay, or container that confines the materials to the vehicle or trailer.

2) Bulky waste, metal containers and manufactured items with a volume greater than 1.5 cubic metres (53 cubic feet/330 gallons), White Goods, and stumps shall be securely chained or strapped to flat beds, the vehicle trunk or truck box, or the trailer.

3) Soil, sand, gravel, and rock shall be confined within the truck box or trailer, with the tailgates closed.

4) **PROHIBITIONS, OFFENCES AND PENALTIES**

a) PROHIBITIONS

i) No person shall litter or dispose of Garbage, Yard Waste or Recyclable Material contrary to the provisions of this bylaw.

i) No person shall dispose of Garbage any place other than a Garbage Cart provided as part of the System; or another container scheduled for collection and delivery to the Landfill or at the Landfill.

ii) No person shall dispose of Mandatory Recyclable Material any place other than a Recyclables Cart, provided as part of System; or another container scheduled for collection and delivery to a Recycling Depot or a place designated for the deposit of such at the Landfill; or directly at a Recycling Depot, or at a place designated for the deposit of such at the Landfill.

iii) No person shall deposit Garbage or Yard Waste at a Recycling Depot.

iv) No person shall place Garbage for pick-up with the Garbage of others or place Garbage in Garbage Carts owned by others without that Owner's permission.

v) No person shall transport Garbage or Recyclable Material from a location other than a Residential Dwelling Premises to a Residential Dwelling Premises for collection pursuant to the District's collection systems.

vi) No person shall scavenge Garbage or Recyclable Materials, whether placed out for collection at Residential Dwelling Premises or deposited at a Recycling Depot.

vii) No person shall place any Garbage, Yard Waste or Recyclable Material in a cart other than the appropriate cart.

viii) No person shall intentionally contaminate Recyclable Materials or Yard Waste so as to make them non-recyclable or compostable.

b) OFFENCES AND PENALTIES

i) No person shall do any act or suffer or permit any act or thing to be done in contravention of this bylaw.

ii) Every person who violates any provision of this bylaw, or who permits any act or thing to be done in violation of this bylaw, or who fails to do any act or thing required by this bylaw, shall be deemed to have committed an offence against this bylaw and:

1) Shall be liable to a fine set out in District of Lake Country Municipal Ticket Information Bylaw No. 98-176 as amended or replaced from time to time; or

2) Shall be liable, upon summary conviction, to the penalties provided under the Offence Act; or any combination of these.

iii) Each day that an offence against this bylaw continues shall be deemed a separate and distinct offence.

iv) Any penalty imposed pursuant to this bylaw shall be in addition to, and not in substitution for, any other penalty or remedy imposed pursuant to any other applicable statute, law or legislation.

5) SEVERANCE

If a section, subsection, sentence, clause or phrase of this bylaw is for any reason held to be invalid by the decision of a Court of competent jurisdiction, it shall be severed and such decision shall not affect the validity of the remaining portions of this bylaw.

6) SCHEDULES

Schedules "A" and “B” are attached hereto and form part of this bylaw.

7) EFFECTIVE DATE

This bylaw shall be deemed to be effective on January 1, 2009.

8) REPEAL

a) The following bylaws and all amendments thereto are hereby repealed:

i) District of Lake Country Residential Garbage Collection Bylaw 97-175

ii) District of Lake Country OK Environmental Waste Systems Ltd. Garbage Collection Contract Agreement Bylaw 97-157

iii) District of Lake Country O.K. Environmental Waste Systems Ltd. Garbage Collection Contract Amendment Bylaw 98-183

iv) District of Lake Country O.K. Environmental Waste Systems Ltd. Garbage Collection Contract Amendment Bylaw 376, 2001

9) CITATION

This bylaw may be cited for all purposes as the “Solid Waste Management Regulation Bylaw 708, 2009”.

READ A FIRST TIME this 17th day of February, 2009
READ A SECOND TIME as amended this 5th day of May, 2009
READ A THIRD TIME this 5th day of May, 2009

ADOPTED this 12th day of May, 2009

*"original signed by James Baker"*
Mayor

*"original signed by Hazel Christy"*
Clerk

I hereby certify the foregoing to be a true and correct copy of the bylaw cited as the "Solid Waste Management Regulation Bylaw 708, 2009" adopted by Council on the 12th day of May, 2009.

Date at Lake Country, BC

Clerk

**SCHEDULE "A"**

**SYSTEM LIMITS**

1.0 The following amounts of Garbage, Yard Waste and Mandatory Residential Recyclable Material may be placed for pick up from Residential Dwelling Premises:

1.1 One (1) 120 litre Garbage Cart or one (1) 240 litre Garbage Cart of Garbage per Residential Dwelling Premises per weekly pick-up.

1.2 One (1) 240 litre or 360 litre Recycling Cart of Recycling per Residential Dwelling Premises per bi-weekly pick-up.

Amended by Bylaw 732

1.3 Up to three (3) 360 litre Yard Waste Carts of Yard Waste per Residential Dwelling premises per bi-weekly pickup scheduled between the beginning of March until the end of November.

1.4 Furniture or small appliances that fit within the Garbage Cart or not exceeding 23 kg and 0.5 cubic metres in size, tagged with a Bag Tags, and which are not prohibited by this bylaw, may be considered for collection.

1.5 Notwithstanding Section 1.1 above, a maximum of two (2) additional Garbage Bags will be picked up provided each bag is tagged with a Bag Tags.

1.6 An owner must not fill a Garbage, Yard Waste and Recyclables Cart in its possession:

1.6.1 To a gross weight that exceeds:

| Cart Size | Weight Limit |
|---|---|
| 120 litres | 50 kg |
| 240 litres | 100 kg |
| 360 litres | 113.5 kg |

1.6.2 To the extent that the lid does not close; or

1.6.3 To the extent that the collector cannot easily empty the contents.

**FEES AND CHARGES**

Amended by Bylaws 988 & 1017

2.0 Fees and charges shall be paid in relation to this bylaw as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time:

Amended by Bylaws 732, 988 & 1017

2.1 An annual fee as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time, shall apply for each individual Residential Dwelling Premises for the basic Garbage (120 litre cart,) Yard Waste (240 litre cart,) and Mandatory Recyclable Material (240 or 360 litre cart) collection service, plus any of the following as may be applicable:

a) An additional annual fee for an upgrade to a 240 litre cart for garbage;
b) An additional annual fee for an upgrade to a 360 litre cart for Yard Waste;

c) An additional annual fee if a second or third Yard Waste cart is utilized.

2.2 *Section 2.2 deleted by Bylaw 732.*

Amended by Bylaw 1297

2.3 User fees shall be charged and are payable quarterly with the following billing cycles and due dates:

| Billing Cycle | Due Date |
|---|---|
| January 1 to March 31 | May 31 |
| April 1 to June 30 | August 31 |
| July 1 to September 30 | November 30 |
| October 1 to December 31 | February 28 |

2.4 For the purpose of this bylaw, an invoice or notice covering the fees established by this bylaw is deemed to have been delivered to the owner of real property on the date on which it was mailed.

2.5 Failure to receive such invoice or notice does not negate the responsibility of the owner of real property to pay the District for the fees established by this bylaw.

2.6 New accounts are billed, on a pro-rated basis, from the date of request for final inspection of the applicable building permit works, six months from Building Permit issuance date, or the start of use of the System, whichever is first.

Amended by Bylaw 1186

2.7 Interest on user fees remaining unpaid after the due date shall be charged at 1.5% per month, compounded annually.

2.8 Any charge remaining unpaid after the thirty-first (31st) of December in any given year shall be deemed taxes in arrears and shall be entered as such on the real property tax roll by the Collector.

Amended by Bylaw 732

2.9 The fee for each bag tag shall be as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time.

Amended by Bylaws 732, 988 & 1017

2.10 Each individual Residential Dwelling Premises will receive one free cart Change Out to change cart size or add a cart or carts where applicable within the first year of service or in the first year of property ownership. Each separate service call is one Change Out whether it is to exchange one or more carts. Additional cart size Change Outs will be charged the applicable fee as set out in the District Fees Bylaw, or under any other bylaw of the District, as amended from time to time, which will be invoiced to the Owner.

2.11 If Garbage, Yard Waste and Recyclables Carts become lost or damaged, the Director of Engineering will require the property owner to pay for new carts if lost or damaged due to negligence, abuse or wilful misconduct.

**SCHEDULE "B"**

**PROTOCOL FOR DISPOSAL OF TREATED BIOMEDICAL WASTE**

Treated Biomedical Wastes are permitted for disposal at the Landfill subject to the following provisions:

1. Small Generators of Biomedical Waste – Small generators of needles and sharps (e.g. home, medical, dental, veterinary, or pharmacy) who are using or collecting syringes and sharps must disinfect the needles and sharps and dispose into garbage in a rigid container. The containers must be autoclaved or contain industrial strength bleach (11%) for disinfecting or certified disinfected by another method prior to disposal at the Landfill or certified through an authorized waste disposal contractor.

   Syringes that were used for withdrawing blood, other sharps and non-treated biomedical waste must be autoclaved prior to disposal at the Landfill or through an authorized waste disposal contractor.

2. Large Generators of Biomedical Waste – Large generators of needles, sharps and other non-treated biomedical waste (e.g. hospitals) are required to autoclave prior to disposal at the Landfill or through an authorized waste disposal contractor.

3. Home Use – Sharps for disposal from home should be returned to the place of purchase, or disposed in accordance with Protocol #1 (Small Generators of Biomedical Waste) above.

| APPROVED MANAGEMENT OF BIOMEDICAL WASTE DISPOSAL | |
|---|---|
| **WASTE TYPE** | **LANDFILL DISPOSAL CRITERIA** |
| Human Anatomical | A |
| Micro-biology (laboratory) | B[1] |
| Human Blood and Body Fluid | B[1] |
| Waste Sharps | B[1] |
| Animal | C |

Legend:
A – Not Acceptable
B – Regulatory Approved or Additional Treatment Required
C – Acceptable only to the extent permitted under the Landfill Operating Certificate, issued by the Province of British Columbia, and under the Environmental Management Act of British Columbia

Notes:
[1] Only accepted if waste first treated and/or decontaminated by an approved treatment process.