

CALL2RECYCLE CANADA, INC.

2023 PROVINCIAL ANNUAL REPORT

QUEBEC



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1. About Call2Recycle

Call2Recycle® is Canada's leading organization for battery collection and recycling, fulfilling product stewardship obligations on behalf of over 400 members, including producers of single-use and rechargeable batteries.

We are the provincially approved consumer battery collection and recycling program for British Columbia, Saskatchewan, Manitoba, Quebec and Prince Edward Island. In Ontario, we operate as a registered Producer Responsibility Organization (PRO) according to the Ontario Batteries Regulation.

Our provincial programs cover a wide array of batteries, which allows for millions of kilograms of batteries to be diverted from landfills. Working together with a great number of partners, businesses, municipalities and citizens, we contribute effectively when it comes to meeting the requirements governing the recovery and reclamation of residual hazardous materials in order to reduce their impact on human health and on the environment.

In Quebec, Call2Recycle is a Recognized Management Organization (RMO) with RECYC-QUÉBEC according to the Agreement concluded with the public corporation in 2012 under the Regulation on the recovery and reclamation of products by businesses (the "Regulation") in accordance with the Extended Producer Responsibility (EPR). Its members are businesses that are accountable for the batteries they market as well as the products which contain batteries. Call2Recycle's program meets the strictest requirements to ensure environmentally responsible and safe battery management and holds the *Responsible Recycling Practices Standard* (R2v3) certification as well as the ISO 9001, ISO 14001 and ISO 45001 certifications.



2. Executive Summary

While remaining focused on a strategy of continuous improvement of its collection and recycling operations and on the regulatory compliance of its members, Call2Recycle aims to maximize the safe diversion of batteries from landfills with the help of its efficient and convenient collection network.

Well established throughout Quebec with its more than 4,500 public and private drop-off points, Call2Recycle's team ended 2023 with enormous pride and appreciation. Thanks to our strategic partnerships, we have exceeded our collection targets in the province and have recovered more than 1.8 million kilograms of batteries, quite a remarkable achievement!

Structuring Projects for Battery Recycling

The energy put forth by our teams and partners has allowed us to put in place improved collection offerings in 2023, and to launch several ambitious projects relating to operations, security, research and development and consumer education.

We have also developed and launched a new brand name, *Recycle your batteries, Canada!*, and a new website at <https://recycleyourbatteries.ca>. This new brand signature and this new site will help improve the communication and deployment of our information, awareness and education (IAE) activities to the general public.

Furthermore, the research and development activities aimed at improving the collection systems and the new smart containers were maintained. These smart containers have telemetric capabilities, like fill-level sensors and temperature sensors as well as communication functions via a mobile network. Deployment of the test phase took place in the fourth quarter.

Pilot projects were also implemented in 2023 in order to ensure that data and information was collected on the new products mentioned in the *Regulation on the recovery and reclamation of products by businesses (Règlement sur la récupération et la valorisation de produits par les entreprises)* that have difficult-to-remove batteries as components. Knowledge development is an essential in finding the appropriate solutions for these products which have difficult-to-remove batteries as components.

ISO Certification

Call2Recycle has also completed the ISO 9001:2015 and ISO 14001:2015 certifications in 2023, confirming its commitment to the environment and to health and safety in the workplace. In particular, the addition of the ISO 9001 standard consolidates the leadership of Call2Recycle in ensuring the quality of its operational processes and its continued commitment to improve as a transparent, compliant, and best-in-class recycling organization.

Working Together to Move Forward

We had a productive year in 2023 working collaboratively within the province. We renewed our strategic partnerships with the public corporation, RECYC-QUÉBEC, and the Administration Régionale Kativik (ARK). Some of the changes implemented when the amendments to the *Regulation on the recovery and reclamation of products by businesses (Règlement sur la récupération et la valorisation de produits par les entreprises)* were published in 2023 are reflected today in a new agreement which was reached with RECYC-QUÉBEC for battery recycling in the province for the period of 2024-2027.

The Administration Régionale Kativik (ARK) provides comprehensive public services to Nunavimmiut under the James Bay and Northern Quebec Agreement (1978). Call2Recycle, in collaboration with several Recognized Management Organizations (RMO) in Quebec, has signed a collaborative agreement with the Association Régionale Kativik in order to ensure the deployment of battery collection services adapted to Nunavik. The partners and ARK will collaborate in the coordination of collection operations in the 14 villages of the northern territory for products targeted in the *Regulation on the recovery and reclamation of products by businesses (Règlement sur la récupération et la valorisation de produits par les entreprises)*. They will also ensure that communication activities are implemented in the region administered by ARK.

In 2023, the Quebec Round Table of Recognized Management Organizations (Table de Concertation des Organismes de gestion reconnus du Québec/TOQ) was established. This round table aims to share best practices, discuss the issues or challenges encountered by the RMOs and initiate some common projects.

Therefore, in accordance with regulatory requirements, the TOQ has created a joint follow-up committee, made up of Quebec representatives, who are independent and come from the various sectors affected by the RMO programs. The joint follow-up committee's mandate is to monitor the implementation of the program operations, to comment on the different aspects of the programs, to identify any issues and to recommend possible solutions to the organizations. The first meeting of the committee took place in October 2023.

Through these activities and new initiatives in the province, Call2Recycle's battery recovery and recycling program once again confirms its leadership role in Quebec and we are pleased to present in this document the accomplishments and the performances achieved during this productive year.



3. Overview of the Operational Indicators for 2023

<p>Collection</p> 	<p>1,804,705 kg batteries collected</p>	<p>1,335,986 kg primary batteries</p> <p>468,719 kg rechargeable batteries</p>	<p>0.21 kg batteries recovered per capita</p>
<p>Drop-off Points</p> 	<p>4,864 public and private drop-off points</p>	<p>2,393 public and 2,471 private drop-off points</p>	<p>94% of the population lives within a 15 km radius of a drop-off site</p>
<p>Investments</p> 	<p>Program costs \$9,104,000</p>	<p>Cost/Kg \$5.04</p>	<p>IAE \$1,394,000</p>

4. Performance of the Integrated Battery Management System

4.1 Marketed and Collected Batteries, Based on Types of Batteries

Types of Batteries	Batteries Marketed in 2023 (kg)
Primary	3,193,450
Rechargeable	1,355,764
Total (kg)	4,549,214

Types of Batteries	Batteries Collected in 2023 (kg)
Primary	1,335,986
Rechargeable	468,719
Total (kg)	1,804,705

4.2 Drop-off Points by Sectors of Activity

Sectors	2023
Commercial Services	970
Government	1,471
Manufacturing	207
Retail	1,848
Locator (collection network in bulk)	357
Non-Classified	11
Total	4,864

4.3 Battery Recovery Rates in 2023, Based on Collection Targets

Battery Recovery Rates in 2023, Based on Collection Targets for Primary Batteries				
	Batteries Sold in Quebec in 2022 (Reference Year)	Collection Target (%)	Actual Collections (kg)	(%) Recovery Rates
Primary Batteries	3,286,924	20% or 657,385 kg	1,335,986	40.6%

Battery Recovery Rates in 2023, Based on Collection Targets for Rechargeable Batteries				
	Batteries Sold in Quebec in 2022 (Reference Year)	Collection Target (%)	Actual Collections (kg)	(%) Recovery Rates
Rechargeable Batteries	1,355,364	25% or 338,841 kg	468,719	34.6%



4.4 Environmental Management and Recycling Efficiency Rates

Call2Recycle is committed to operating the safest, most efficient, most transparent and most socially responsible battery collection, transport and recycling program in Canada. After becoming the first program of its kind to earn the Responsible Recycling Certification (R2) in 2014, Call2Recycle has once again certified in 2023 for the most recent R2 standard, the R2v3 certification. It is the electronics recycling industry's most important certification. It confirms Call2Recycle's strict compliance to the requirements relating to safe and secure battery collection and processing and to the appropriate management of its battery collections downstream. This includes not exporting them to developing countries and not sending the materials to local landfills.

All sorters and processors approved by Call2Recycle Canada, Inc. are registered with Sustainable Electronics Recycling International (SERI) and audited based on the requirements of this R2v3 standard. On a yearly basis, all downstream vendors are monitored by a third-party auditor and internally by Call2Recycle to ensure that the downstream suppliers operate in compliance with the R2v3 standard in accordance with all the applicable environmental, health, safety and legal requirements. Greeneye Partners LLC was responsible for auditing the suppliers.

Call2Recycle always carries out due diligence reviews to ensure that the program and its service providers under contract operate in accordance with the strictest environmental standards. Call2Recycle recently discovered that its processing service provider for lithium-based primary batteries was not complying with these standards. This had an impact on the recycling efficiency rates for this type of battery. The organization is developing a corrective action plan, which includes identifying other competent processors capable of complying with the program's environmental standards.

Call2Recycle has also completed the ISO 9001:2015 and ISO 14001:2015 certifications in 2023, confirming its commitment to the environment and to health and safety in the workplace. A complete list of Call2Recycle certifications appears in Appendix 8 of this report.

Recycling Efficiency Rates

Types of Batteries	Chemistry of Rechargeable Batteries									Chemistry of Primary Batteries				
	Ni Cd		Li Ion		NI MH		PPSA			Alkaline				Lithium
Metals	73%	72%	78%	63%	77%	92%	79%	79%	65%	21%	21%	27%	18%	0%
Plastics	0%	0%	0%	0%	0%	0%	9%	9%	8%	5%	2%	0%	0%	0%
Electrolytes/ Secondary Recovery	0%	0%	0%	0%	0%	0%	4%	4%	0%	57%	72%	0%	0%	0%
Products and Aggregate (Black Mass)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	54%	62%	0%
Total Recovery in %	73%	72%	78%	93%	77%	92%	92%	92%	73%	83%	95%	81%	80%	0 %*
Not Recovered - *for use in secondary market during the recycling processes	27%	28%	22%	7%	23%	8%	8%	8%	27%	17%	5%	19%	20%	100%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Not Recovered - for use in secondary market during the recycling processes: water, oxygen, plastics, organic products (carbon, electrolytes) - elimination

Final Destination of the Products for the Year Ending December 31, 2023

Chemical Components	Re use	Recycling	Energy Recovery	Landfill	Other
Nickel-Cadmium (Ni-Cd)	N/A	Yes	No	No	No
Nickel Metal Hydride (Ni-MH)	N/A	Yes	No	No	No
Lithium-Ion (Li-Ion)	N/A	Yes	No	No	No
Small Sealed Lead Acid (SSLA/Pb)	N/A	Yes	No	No	No
Alkaline	N/A	Yes	No	No	No
Lead Carbonate	N/A	Yes	No	No	No
Lithium Primary	N/A	Yes	No	No	No
Batteries Containing Mercury	N/A	Yes	No	No	No
Nickel/Iron	N/A	Yes	No	No	No
Silver Oxide	N/A	Yes	No	No	No
Carbon-Zinc	N/A	Yes	No	No	No
Cardboard Boxes (good condition)	Yes	No	No	No	No
Cardboard Boxes (damaged)	No	Yes	No	No	No
Box Liners (good condition)	Yes	No	No	No	No
Box Liners (damaged)	No	Yes	No	No	No
Bags	Yes	Yes	Yes	Yes	No
Drums*	Yes	Yes	No	No	No
Non-Conforming Materials	Yes	Yes	Yes	Yes	No

*Drums and barrels are reused by the sorting company to ship the materials to the appropriate recycler. If they cannot be reused, the metal is recycled.

5. Information, Awareness and Education

Call2Recycle conducted various activities in 2023 to raise the Quebec public's awareness to the importance of recycling batteries.

Marketing

In Q1/Q2/Q3 of 2023, Call2Recycle ran an awareness campaign using TV, digital and outdoor advertising that featured our slogan, "Collect, Protect, Drop Off" to educate consumers about the three essential steps to safely recycle batteries.

Logos of collection partners were also included in this TV, digital and outdoor advertising, in order to educate Quebec consumers about where they can drop off their batteries.



Media Campaigns

During the first two quarters, the emphasis was placed on raising awareness about the environmental benefits in order to encourage Quebec consumers to recycle their batteries. This initiative was promoted through various channels, including traditional and digital media, and helped guide consumers to the Call2Recycle website so they could find their nearest drop-off point.



Circular Economy Month Campaign

In October 2023, Call2Recycle leveraged Circular Economy Month to encourage retail traffic, drive collection volumes, and educate consumers on how recycling batteries contributes to a strong circular economy. During the entire month, a new digital and television ad campaign titled, “How do you Recycle Your Batteries, Canada?” was broadcast on national TV and appeared in paid social media.

Consumers were also encouraged to enter a contest to win prizes. All they had to do was to visit the site contest.call2recycle.ca when they dropped off their batteries at any public Call2Recycle location.

National Battery Day

For National Battery Day, Call2Recycle executive, Jon McQuaid, appeared on Breakfast Television and Global TV's "The Morning Show" to educate consumers about the importance of recycling batteries.



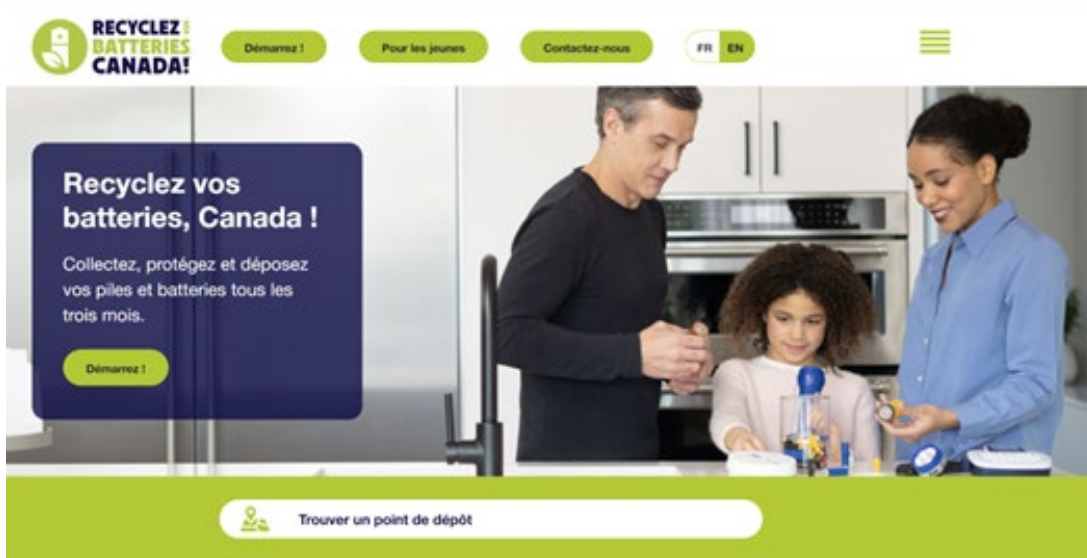
Recycle your batteries, Canada!



In December, Call2Recycle announced the launch of its new consumer brand, “**Recycle your batteries, Canada!**”. The new brand, which is adapted to the needs of the consumers, attaches a consumer-friendly name to our household battery program and is designed to aid in consumer understanding, name recall, and boost our collection efforts.

RecycleYourBatteries.ca

In December, we also launched our new consumer website, accessible at RecycleYourBatteries.ca. The site provides rich content to educate consumers on the best practices and safety requirements when recycling batteries. The “[Collect, Protect and Drop Off](#)” page provides added detail on each step, including terminal protection, to educate consumers on safe battery recycling habits.



School Partnerships

Environnement Jeunesse: The Battery Recycling Contest

To help educate our younger generations and their families about battery recycling, we partner with ENvironnement JEUnesse, an environmental education organization for youth. For seven (7) years we have challenged schools, colleges and Cegeps with our battery recycling contest.



Saint-Hermas School, Mirabel

The 7th edition of the Battery Recycling Contest took place in 2022/2023, ending on April 14, 2023. In total, more than 35 tons of batteries were recovered by 205 participating schools in Quebec; more than 199,000 students and school community members were involved in the contest. Once again, 18 grants were offered to the participating schools, allowing them to undertake an environmental project.

Compared to the last edition of the contest, we noticed a considerable increase in the total volume collected. This increase was 66% at the college level, and 44.6% at the elementary and secondary school levels.

The 8th edition of the contest started in August 2023 and will finish in April 2024.

Strategic partnership



The partnership between Renaissance and Call2Recycle will allow consumers to drop off their used batteries in the designated collection boxes located at Renaissance's 60 donation centres in Quebec.

This initiative will help support the efforts deployed by Call2Recycle and Renaissance to increase battery recycling in the province.

Sports Partnerships

The Montreal Alouettes

In September 2023, Call2Recycle worked with the Canadian Football League (CFL) in select markets to influence consumers to recycle batteries. An environmental message was delivered in sports terms, "Defend Your Home Turf". CFL players, including some from Montreal, acted as ambassadors on social media and communicated key messages about battery recycling.

The ambassadors also encouraged consumers to drop off their batteries to win CFL tickets and promotional merchandise through the "Defend Your Home Turf" contest.



Cube de collecte avec la marque des Alouettes de Montréal

Laval Rocket Hockey Club

Call2Recycle partnered with the Laval Rocket hockey club. From December 28 to February 11, a custom video featuring Laval Rocket's top scorer, Anthony Richard, was played on the big screen.



6. Innovation, Research and Development

6.1 Ipsos Research - Quebec 2023

Call2Recycle maintains an ongoing analysis of the consumers' expectations and attitudes concerning battery recycling in Quebec through Ipsos surveys which are conducted every year.

Call2Recycle surveyed Quebec residents about the importance and benefits of battery recycling in 2023 in the province. A sample of 1,000 Quebec residents were surveyed online via the Ipsos I-Say Panel, from January 5 to January 22, 2024.

Awareness

Quebec has high consumer awareness of battery recycling, with 81% of consumers demonstrating awareness. Quebec also has high participation, with 74% reporting to have recycled some or all of their household batteries. Quebec residents are better informed on the recyclability of single-use batteries than they are on the recyclability of rechargeable batteries, with an awareness rating of 74% and 69% respectively.

This year, Quebec residents are significantly less likely to express doubts concerning the recyclability of consumer batteries when compared to 2022. This awareness of recyclability extends to the collection sites: we have seen a significant decline in the proportion of residents who state that they do not know where the nearest recycling site is located.

Perceptions

Perceptions of inconvenience and lack of awareness of where to drop off batteries remain barriers. Of those who threw out batteries in 2023, 45% did so because it was more convenient, and 28% did so because they did not know where to drop them off.

Attitudes

The attitudes of Quebecers towards recycling are similar to what they were in 2022, even though some improvements have been observed. Almost all the respondents continue to see the environmental benefits and the importance of recycling consumer batteries. Eight out of ten Quebecers surveyed indicated that they know how to recycle consumer batteries (this was a new question this year). And an even more significant number of them indicated that they know how to recycle other items, like glass, paper and plastic in 2023.

6.2 Research and Development

In 2023, the R&D activities centered mainly around two major areas; optimizing processes and developing knowledge, and they focused on four projects. Aiming to optimize our processes and our collection services, the **smart container** project and the **proactive pickup service** project were continued. Two pilot projects were created in order to increase knowledge and to understand and target the issues related to products having batteries as components. These are the products cited in the battery section of the *Regulation on the recovery and reclamation of products by businesses (Règlement sur la récupération et la valorisation de produits par les entreprises)* since 2022.

Optimizing Processes and Services

Proactive Pick-up Project: New collection system for major urban centres offering pick-ups on demand using SMS and optimized routes. We are considering changing our mode of collection in the large urban areas. The targeted potential benefits: increase collections, manage the predictability of the collections, improve customer service, save on transportation and improve the brand image.

Smart Containers: New smart containers equipped with thermal sensors and fill level sensors, all connected to an IT system. The main goal of these containers is to increase fire safety and operational efficiency, while improving customer service for those who use Call2Recycle's battery collection program.

The computer program was developed in 2023 and the first containers were set up in Ontario in December to test the technology. In the first quarter of 2024, Call2Recycle will launch a pilot phase whereby this new battery collection container will be used in the Greater Montreal Area.

Increase Knowledge

The government's decision to target products with inseparable batteries by targeting the component itself, that is the battery, effectively requires that new recovery and reclamation programs be established, to the same extent as if the products had been designated as being covered by the regulation.

The goal of the pilot projects is to shed light on the issues and the complexity associated with these regulatory changes. As such, we wish to better understand and document how the development of product recovery and reclamation solutions should be done in a controlled framework and in full compliance.

Pilot Project for e-Cigarettes or Vaping Devices:

Call2Recycle and the e-cigarette industry are partnering to develop a pilot project to help create a recovery and reclamation program dedicated to these very complex vaping products.

This project will allow us to gather data relating to recovery and reclamation issues, different types of products sold, bringing the products to market, the program costs and the product quantities available for recovering.

All this information will be useful to the stakeholders (including the legislators) in order to provide a recovery and reclamation solution which is suitable and appropriate.

Other Products with Inseparable Batteries:

The goal is to document the sources and the types of products with inseparable batteries cited in the regulation which are recovered in eco-centres or sorting centres.

This project is undertaken in partnership with the Centre de formation en entreprise et récupération (CFER) and three municipalities; Montreal, Quebec City and the Saguenay region.

The information gathered will help define the real needs associated with the recovery of batteries which are inseparable components of the products. We hope to be able to evaluate the volumes available for recovery, the logistics solutions, the dismantling activities required and the program costs.



7. Financial Statements Call2Recycle Canada Inc./Appel à Recycler Canada

For the Years Ended December 31, 2022 and 2023 - Province of Quebec

Revenues (\$'000)	2023	2022
Environmental Handling Fees	6,672	7,776
Investment Revenues/Losses	727	(802)
Total Revenues (Note 1)	7,399	6,974
Expenses		
Product Stewardship (Collection, Sorting, Processing)	5,533	4,726
Research and Development	204	N/A
Awareness, Advertising and Marketing	1,394	1,108
Administration	1,973	1,515
Total Expenses	9,104	7,349
Operating Balance	(1,705)	(375)
Assets		
Beginning of the Year	13,741	14,116
End of the Year	12,036	13,741

Note 1: The revenues related to metals were reclassified to offset costs of product stewardship in accordance with the audited financial statements. The financial data for 2022 was restated to reflect the change in the presentation.

Appendix 1: 2023 List of Call2Recycle Members in Quebec

Groupe BMR Inc.

McKesson Canada

Canadian Energy and Power Corporation

Équipement industriel Polar Inc

Équipement Polar Saguenay s.e.n.c.

Premier Outils Pro - Montréal

S.P.Richards Co. Canada, Inc.

Clinique Danie Jean Audioprothésistes

Marie-Josée Paul Audioprothésistes St Jerome

Laliberté d'Entendre Inc.

RVO Gougeon-Dupras audioprothésistes

HD Santé Auditive

Groupe Archambault Inc.

Gestion Big Audio Inc.

Jacques Boucher Audioprothésiste Inc

Clinique Auditive Alexandra Ouellet Audioprothésiste Inc.

Clinique auditive Laniel Inc

Myriam Brunel Audioprothésiste

UAP Inc

Indigo Books and Music Inc

Costco Wholesale Canada Ltd

Imperial Dade Canada Inc.

Staples Professional, Inc.

Aures Solution Auditive Inc

Mitchell & Bonhomme Audioprothésistes

Mountain Equipment Company Ltd

Matériaux Bonhomme Inc

Jacques Laferte Ltee

Centres auditifs Amer-Ouali inc

Lobe Réseau Inc.

Home Hardware Stores Limited

Accès Audition inc.

Gestion Drouin Méthot inc. (Bérubé Brassard Beauce).

Martine Brassard Audioprothésiste

M. Lemieux Inc.

Cantin et Fils Limitée

Loblaws Inc.

Staples Canada ULC

The Home Depot of Canada, Inc.

Shoppers Drug Mart Inc

Acer America Corporation

RONA Inc.

Toys R Us Canada, LTD

Canadian Tire Corporation, Ltd

Lenovo (Canada) Inc.

Stanley Black & Decker Canada

Stihl Limited

The Source (Bell) Electronics Inc.

Distribution Industrielle G.C. Inc.

Audioprothésistes Milot et Tremblay Inc.

Clinique Auditive Baribeau-Lafrance

Sophie Gagnon Audioprothésiste Inc

Sylvain Daoust Audioprothésiste

Beaudry Roy Audioprothésistes Inc.

Clinique auditive Généreux Gaudreault Rhéaume Inc

Centre auditif Lotbinière Inc

S.L.H.C.A. Inc.

Eve-Marie Gaudreault & Linda Rhéaume Audioprothés

Walmart Canada

TCED INTL inc

Guillevin International Cie

Lego Brand Retail

SRP Companies Canada(Distribution Franco)

Couche-Tard Inc.

Robert Bosch Tool Corporation

Dollarama L.P.

Le Groupe Jean Coutu (PJC) Inc.
 Sobeys Quebec Inc.
 Giant Tiger Stores Limited
 Hilti Canada Corporation
 Performance/Laliberté Électronique
 Les Variétés P. Prud'homme Inc
 Carl Zolov Enterprises Ltd
 Importation Sobel Imports Inc
 Fastenal Canada, Ltd. ON100
 Tradelco Inc
 Scotts Canada Ltd.
 Batteries St-Eustache Inc.
 Westburne Division QC
 Karmin Industries
 Michael Rossy Ltée
 Distribution Voltimage Inc.
 Deschenes & Fils Ltée - Div Québec
 FuturPlus Division of Cathelle Inc.
 Best Buy Canada Ltd. 1000
 Variétés B. Desmarais 1992 Inc
 Wesco Distribution QC
 Franklin Empire Inc
 Patrick Morin Inc.
 Marcel Baril Ltée
 Les Pièces d'Auto Transit Inc
 Würth Canada Limited
 Julie Rodier Audioprothésiste Inc
 Frederick Deslauriers Inc
 Désilets Galarneau Audioprothésiste
 Sonia Guertin Audioprothésiste
 Centres Masliah Inc
 Julie Sabourin Audioprothésiste
 SAIL plein-air inc.
 Dubo Électrique Ltée
 Maddison Electronique Inc
 Tenaquip Limited
 Standard Products Inc.
 Groupe Acces Electronique Inc.
 HRS Global

TELUS Mobility
 Noble Gift Packaging Inc
 Nedco Québec (HQ)
 CTG Brands Inc
 Acklands-Grainger Canada Inc.
 Onlybatteries.com - Technologies Duslan Inc
 Laflamme & Associés, Audioprothésistes Inc.
 Dynabook Canada Inc
 The Stevens Medical Company
 Distribution aux Modélistes Inc.
 Dickner Inc.
 Matériaux Manic / 9159-4192 Qc inc.
 Claude Forest Audioprothésiste
 Équipements Confortek Inc.
 M&M Nord Ouest Inc.
 Rexel Canada Electrical Inc
 Electro-5 Inc.
 Francois Sasseville Audio
 The North West Company
 Princess Auto Ltd
 Ordinateurs Canada
 Orgill Inc
 Snap-On Tools of Canada Ltd
 Lachance & Co.
 Sophie Gamache Audioprothésiste inc.
 Clinique auditive Bougie
 Julie Kovacs Audioprothésiste
 Clinique Audioprothésistes Tremblay Inc.
 Clinique Auditive Bouchard, Tremblay & Associés
 Prévost Audioprothésistes Inc
 Audioprothèse Morency Inc.
 Hinse & Harnois Audioprothésistes
 Nadia Pozzoli Audioprothésiste
 Turcotte Habel, audioprothésistes SL inc
 Turcotte Habel, audioprothésistes CH inc
 SEKA - 10405795 Canada Inc
 Equipements Industriels Joliette in
 BDI, a division of Bell Mobility In

Ferronnerie Sept-Iles Inc
 Aircraft Modeler's Research
 Newell Brands Canada
 Benoit Industriel Inc.
 Veritas Technologies LLC
 ECHO Power Equipment (Canada)
 ILINK Industries Ltd
 Buropro Citation inc.
 Magnacharge Battery Corp.- West Hub
 Fourniture de Bureau Denis Inc.
 Liliun-Tech Corporation Ltd.
 East Penn Canada
 J-P Denis, audioprothésiste, solutions
 auditives i
 Prime Deals International Ltd
 Surplus Général Tardif (1991) Inc
 Guillaume Richard Audioprothésiste
 Diane Monette audioprothésiste
 Gagné-Bélanger Audioprothésistes
 Batteries du Québec Inc.
 L Villeneuve et Cie (1973) Ltée
 Lumen (Div Sonepar Canada Inc)
 TD SYNEX CANADA ULC
 Premier Outils Pro - Québec
 Madeleine Trudel inc.
 Outils Pierre Berger Inc
 Clinique de l'audition Décarie
 Aida Calderon Audioprothésiste
 Edma Marketing Ltd
 Descair Inc
 Add-Tronique Inc.
 Groupe BBH Inc.
 Francois Sasseville Audioprothésiste Inc.
 Summit Tools
 Grand & Toy Ltd.
 Dell Canada Inc.
 3M Canada Company
 Addison Électronique - Mtl
 Magasins Hart Inc.

Dumais et Laporte audioprothésistes SENC
 Matériaux Jollette Lorrainville Inc.
 Outil Mag Inc - Victoriaville
 Garrett Industriel Inc
 BISSELL Canada Corporation
 P. Girard, Audioprothésiste Inc
 Auditio Clinique Auditive
 SPI Santé Sécurité Inc.
 Hitfar Concepts Ltd.
 IKEA Supply AG
 Bonner Audio Inc
 Bose Limited
 Giant Bicycle Canada Inc.
 Lee Valley Tools Ltd
 Familiprix Inc
 Michaels Stores Inc.
 Marie-Josée Paul Audioprothésiste Inc.
 Batteries Illimitées Inc.
 Novexco Inc./ Hamster (Bureau plus)
 Deschênes & Fils Ltée Div. Montréal
 Electronique Raybel Inc
 René Leclair, audioprothésiste inc
 Sébastien Lauzon Audioprothésiste Inc.
 Metro Richelieu Inc
 McMahon Distributeur Pharmaceutique Inc.
 Husqvarna AB
 Canac-Marquis Grenier Ltee
 Chateau Manis Electronics
 Edouard Beauchesne (1985) Inc
 Clinique auditive Ioannoni Inc.
 Anne E. Legault audioprothésiste
 Audioprothésistes Godin Blouin
 Centre Reid
 Clinique de l'audition Montmagny - DB
 Solution Oreille Inc
 MSA Safety Sales LLC
 Canon Canada Inc
 Electrimat Ltée
 Elite Tools Inc.

Clinique Entendre
 Henry's Enterprises Inc.
 Groupe JSV Inc
 Fédération QC des coopératives en milieu scolaire
 Shopper+Inc
 Clinique de l'Audition Lévis - DB
 Distributions Johnson Inc
 Makita Canada, Inc.
 Battery Canada
 Hudsons Bay Company
 Librairie Renaud-Bray inc.
 SharkNinja Operating LLC
 Marie-Eve Trudel Audioprothésiste Inc.
 Gestion Bérubé Brassard inc
 Alyn Simard Audioprothésiste Inc
 Cabela's
 Services Informatiques YJS Inc.
 Apple Canada Inc
 Les Équipements Rapco Inc
 Cardinal Health Canada Inc.
 Groupe MEB
 Proflash Technologies Inc.
 Linda Rhéaume Audioprothésiste Inc
 Canadian Tire Petroleum
 Mark's / L'Equipeur
 FGL
 Google Canada Corporation
 Aimplite Lighting Products
 Lefebvre et Benoit SEC
 Microsoft Corporation
 RVO Aylmer s.e.n.c.
 Sonos Inc.
 Linda Cloutier AP 2011 Inc.
 Live to Play Sports Group Inc.
 Voltage Bikes Ltd. (Pedego Can)
 AMAZON.COM.CA ULC
 Trek Bicycle Canada ULC
 Kranked Bikes

Grin Technologies Ltd.
 Marie-Josée Paul Audioprothésiste Saint-Sauveur
 Mica Sport Canada Inc.
 Shimano Canada LTD
 Specialized Bicycle Components Canada
 Archimède Véhicules Electriques
 Riese & Müller GmbH
 Cycles Lambert Inc./HLC
 Epic Cycles Inc.
 Rad Power Bikes LLC
 On the edge Canada Inc
 Bike Co LLC
 Rocky Mountain, Div. of Industries RAD Inc. (Procycle)
 Kona Canada, The Bicycle Group (TBG)
 Cycles Devinci Inc.
 PBSC Urban Solutions Inc.
 Velec Inc.
 Steelcase Canada Ltd
 Morrissey Informatique
 T-Zone Health Inc.
 Oracle Canada ULC
 FERMETCO INC.
 EUCAN Distribution Inc.
 D'Amour Bicycle & Sports Inc.
 Green Light Cycle Ltd.
 Cervelo Cycles Inc.
 Praxis Works
 ACS Distributing
 Louis Garneau Sports Inc.
 IBS DE L' EST DU QUEBEC
 IBS of QUEBEC
 HAWTHORNE CANADA LIMITED
 Motorola Solutions Canada
 Peavey Industries Limited
 Nikol Poulin Inc.
 Batteries Dixon Inc.
 Dixon Med Inc.
 Nikon Canada Inc

Audition Saguenay, Savard Audioprothésistes

Outdoor Gear Canada

Dyson Canada Limited

RVO Trois-Rivières S.E.N.C.

Aisen Inc.

L3Harris Technologies Inc.

Audio Méd Inc.

Marin Bikes Canada

Santa Cruz Bicycles, LLC

Gazelle USA, LLC

Clinique auditive Kamouraska

Technopolis

Yeti Cycling LLC.

ADI Global

Isaac Instruments Inc.

Yamaha Motor Canada

GE Healthcare Canada, Inc.

Premier Tech Ltd.

Uni-Select Canada Inc.

Audition Alma, Savard Audioprothésistes

Miele Canada

John Deere Canada ULC

Total Members in Quebec: 318

Appendix 2: Public Drop-off Points by Region and Regional County Municipality in Quebec

1 Bas-Saint-Laurent	151	72 Deux-Montagnes	31
10 Rimouski-Neigette	26	73 Thérèse-De Blainville	38
11 Les Basques	12	74 Mirabel	18
12 Rivière-du-Loup	27	75 La Rivière-du-Nord	23
13 Témiscouata	14	76 Argenteuil	11
14 Kamouraska	21	77 Les Pays-d'en-Haut	16
7 La Matapédia	18	78 Les Laurentides	26
8 La Matanie	9	79 Antoine-Labelle	9
9 La Mitis	24	16 Montérégie	396
10 Nord-du-Québec	5	CP dans plus d'une MRC	2
991 Jamésie	5	46 Brome-Missisquoi	29
11 Gaspésie--Îles-de-la-Madeleine	88	47 La Haute-Yamaska	17
1 Communauté maritime des Îles-de-la-Madeleine	9	48 Acton	7
2 Le Rocher-Percé	18	53 Pierre-De Saurel	10
3 La Côte-de-Gaspé	17	54 Les Maskoutains	12
4 La Haute-Gaspésie	7	55 Rouville	17
5 Bonaventure	18	56 Le Haut-Richelieu	25
6 Avignon	19	57 La Vallée-du-Richelieu	35
12 Chaudière-Appalaches	224	58 Longueuil	89
17 L'Islet	22	59 Marguerite-D'Youville	28
18 Montmagny	20	67 Roussillon	43
19 Bellechasse	33	68 Les Jardins-de-Napierville	21
251 Lévis	40	69 Le Haut-Saint-Laurent	9
26 La Nouvelle-Beauce	22	70 Beauharnois-Salaberry	14
27 Robert-Cliche	13	71 Vaudreuil-Soulanges	38
28 Les Etchemins	13	17 Centre-du-Québec	107
29 Beauce-Sartigan	17	32 L'Érable	20
31 Les Appalaches	25	38 Bécancour	14
33 Lotbinière	19	39 Arthabaska	32
13 Laval	82	49 Drummond	23
65 Laval	82	50 Nicolet-Yamaska	18
14 Lanaudière	151	2 Saguenay--Lac-Saint-Jean	114
52 D'Autray	32	91 Le Domaine-du-Roy	16
60 L'Assomption	26	92 Maria-Chapdelaine	15
61 Joliette	18	93 Lac-Saint-Jean-Est	26
62 Matawinie	34	941 Saguenay	39
63 Montcalm	9	942 Le Fjord-du-Saguenay	18
64 Les Moulins	32	3 Capitale-Nationale	222
15 Laurentides	172	15 Charlevoix-Est	9
		16 Charlevoix	15

20 L'Île-d'Orléans	5	66 Montréal	315
21 La Côte-de-Beaupré	10	7 Outaouais	102
22 La Jacques-Cartier	14	80 Papineau	19
23 Québec	142	81 Gatineau	56
34 Portneuf	26	82 Les Collines-de-l'Outaouais	10
941 Le Fjord-du-Saguenay	1	83 La Vallée-de-la-Gatineau	10
4 Mauricie	93	84 Pontiac	7
35 Mékinac	15	8 Abitibi-Témiscamingue	43
36 Shawinigan	14	85 Témiscamingue	16
371 Trois-Rivières	31	86 Rouyn-Noranda	12
372 Les Chenaux	11	87 Abitibi-Ouest	5
51 Maskinongé	17	88 Abitibi	4
90 La Tuque	5	89 La Vallée-de-l'Or	6
5 Estrie	80	9 Côte-Nord	48
30 Le Granit	7	95 La Haute-Côte-Nord	14
40 Les Sources	2	96 Manicouagan	9
41 Le Haut-Saint-François	8	971 Sept-Rivières	9
42 Le Val-Saint-François	9	972 Caniapiscau	1
43 Sherbrooke	30	981 Minganie	13
44 Coaticook	8	982 Le Golfe-du-Saint-Laurent	2
45 Memphrémagog	16	Grand Total	2393
6 Montréal	315		

Appendix 3: Members of the Quebec Conseil Délibératif

Members of the Quebec Conseil Délibératif Call2Recycle Canada, Inc. December 2023	
Joe Borsellino	Chateau Manis Électroniques
Simon Pierre Mathieu	Batteries du Québec (incoming)
Thierry Lopez	Best Buy Canada Ltd.
Pierre-Luc Dodier	McKesson (incoming)
Sylvain Messier	Groupe Jean Coutu
Héloïse Régnier-Pelletier	RONA (incoming)
Eric Sasseville	Costco Wholesale Canada Ltd.

Note: The Conseil Délibératif met three times in 2023, in April, September and December.

Appendix 4: Environmental Certifications and Audits

ISO 9001:2015

This certificate confirms that Call2Recycle follows the ISO 9001 Quality Management Standards for the management of the collection of batteries and cellphones and their distribution to downstream processors for recycling.

ISO 14001:2015

This certificate confirms that Call2Recycle follows the ISO 14001 Environmental Management Standards for the management of the collection of batteries and cellphones and their distribution to downstream processors for recycling.

ISO 45001:2018

This certificate confirms Call2Recycle follows the Occupational Health and Safety Management System (OSHAS) for the management of the collection of batteries and cellphones and their distribution to downstream processors for recycling.

Certificate of Approval - 2009

Issued by Ontario's Ministry of the Environment, it amends the 2004 Certificate of Approval to expand Call2Recycle to include various primary batteries in addition to previously approved rechargeable batteries.

Certificate of Qualification as E-Steward

Issued by the Basel Action Network (BAN), Call2Recycle is the first recycling program to ensure that any electronic waste recovered and recycled is not exported to developing countries or dumped in local landfills or incinerators.

Transport Canada Equivalency Certificate SU 13846

Issued by Ontario's Ministry of the Environment to Call2Recycle for the collection and recycling of batteries and rechargeable batteries.

Responsible Recycling (R2) Certificate

This certificate recognizes that Call2Recycle as R2v3 certified under the Sustainable Electronics Recycling International (SERI) standards. The Toronto Headquarters located at 100 Sheppard Avenue East, Suite 800, Toronto, Ontario, all Call2Recycle consumer battery recycling activities across Canada are covered under the scope of this certification.

Note: While consumer battery recycling activities across Canada are covered under the scope of this certification, the physical spaces of the below two regional offices are not included in the scope of Call2Recycle's certification.

Western Canada Regional Office:
2590 Granville Street
Suite 201
Vancouver, BC V6H 3H1

Quebec Regional Office:
2000 Peel Street
7th Floor, Suite 752
Montreal, QC, H3A 2W5

Certificate of Recycling

Our program participants can request to receive a Certificate of Recycling that verifies the shipper, receiving facility and weight of each shipment. Materials received on the Certificate of Recycling are processed in accordance with transportation and environmental regulations.

Permit of Equivalent Level of Environmental Safety (PELES)

This permit allows Call2Recycle to transport batteries intended for recycling among Canadian provinces.

Transport Canada Equivalency Certificate SU 11601 (Ren. 8)

Issued by Transport Canada's Transport Dangerous Goods Directorate, this certificate authorizes Call2Recycle, and its program participants, to handle, to prepare for transport or to transport products accepted for recycling within the program parameters.

Transport Canada's Equivalency Certificate (SU13786) for Damaged, Defective or Recalled Products

Issued by Transport Canada's Transportation of Dangerous Goods Directorate, this Equivalency Certificate (SU 13786) authorizes Call2Recycle and its program participants to handle, offer for transport or transport Damaged, Defective or Recalled (DDR) products accepted for recycling within the program parameters.

Call2Recycle Contact Information

Quebec regional office

2000 Peel Street, 7th Floor Suite 752
Montreal, QC H3A 2W5
Telephone - Customer Service in Canada: 1-888-224-9764

