



# Call2Recycle Canada, Inc. Provincial Annual Report

## **QUEBEC 2024**

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## 1. About Call2Recycle Canada

Call2Recycle is Canada's leading organization for the collection and recycling of batteries and battery-powered products. It fulfills product stewardship obligations on behalf of over 400 members, including producers of single-use and rechargeable batteries. Call2Recycle oversees the management of several important recycling programs in Canada, including *Recycle Your Batteries, Canada!* for household batteries, as well as the batteries used to power e-bikes; *Recycle Your Vapes* for battery-powered vapes in Quebec (as of January 1, 2025). Call2Recycle also operates the voluntary industry-led program *EV Battery Recovery* for EV batteries in Quebec.

The organization operates provincially approved programs in British Columbia, Saskatchewan, Manitoba, Quebec, Prince Edward Island and Nova Scotia. It also functions as a registered Producer Responsibility Organization (PRO) in Ontario and Alberta (as of April 1, 2025), adhering to the battery regulations of these provinces. It offers collection and recycling services for household batteries (weighing up to 5 kg), as well as e-transport batteries used to power e-bikes, e-scooters, e-skateboards, hoverboards and Electric Vehicles (EVs).

Since its inception in 1997, Call2Recycle has diverted over 50 million kilograms of batteries from Canadian landfills. It upholds its commitment to operating the highest quality battery recycling program in Canada and holds certification in the most rigorous and globally respected standards, including R2v3, ISO 14001, ISO 45001, and ISO 9001. This reputation for excellence has enabled Call2Recycle to maintain trusted, long-term relationships with various stakeholders and establish a Canadian network of more than 15,000 participating collection locations, which include leading retailers and municipal facilities.

## 2. A Glance Back at 2024 Highlights

### Unparalleled Performance

Thanks to its strong leadership, Quebec distinguishes itself once again this year as the Call2Recycle Canada program leader among Canadian provinces. Simple and accessible, this end-of-life battery recovery and recycling program remains faithful to its commitment to the environment and the success of its collection partners.

The optimization of the systems in place and the introduction of the new brand identity *Recycle Your Batteries, Canada!* increased the collection performance in 2024 and encouraged the citizens to adopt proper battery recycling behaviors. So, this year, we surpassed the two million mark of kilograms collected in the province. This is an unprecedented success!

The contributions made by the major retailers, the municipalities and the industrial-commercial-institutional sectors (ICI) to manage the recovery and contribute to the success of the program have been notable. In fact, the number of active drop-off points participating in the program has increased significantly, with a network of more than 6,000 public and private drop-off points in the province, of which 1,000 new ones were added in 2024. Currently, 94% of Quebec households have access to a drop-off location within 15 kilometers of their homes.

### Christine Sinclair, *Recycle Your Batteries, Canada!* Ambassador

Informing, raising awareness, and educating the population about battery recycling is an essential component of our mission, and 2024 marked a strategic turning point in our communications to the general public and our brand image.

Supported by extensive media campaigns, the launch of the brand *Recycle Your Batteries, Canada!* and its new website caught the attention of citizens. The positioning strategy of this new brand image was emphasized with an important announcement in July, when Canadian soccer legend, Christine Sinclair, partnered with Call2Recycle Canada and was named the national ambassador for the *Recycle Your Batteries, Canada!* program. Thus, Christine became the voice of a number of initiatives aimed at encouraging consumers to recycle their batteries.

### Remote Regions

We maintained our collaboration with the *Administration Régionale Kativik* (ARK), which manages the collection operations in the 14 villages of the northern territory of Nunavik and the communication activities implemented in the region. No batteries were transported by boat from

the territory to sorters and recyclers in 2024; however, the logistics problems have now been solved and the collection sites are multiplying all over the territory.

In order to improve the deployment of battery collection services adapted to indigenous communities throughout Quebec for products covered by the Extended Producer Responsibility (EPR), the First Nations of Quebec and Labrador Sustainable Development Institute (FNQLSDI) has painted a clear picture of the EPR situation for the First Nation communities in Quebec during the past year. This picture helps us to better understand the realities and issues the eco-centers present in the Indigenous setting and will allow us to implement collection solutions adapted to the needs of the remote communities.

### **Our Commitment to Battery Safety**

At Call2Recycle, we work closely with our collection partners in order to reduce security risks to people and property throughout the life cycle of the batteries in order to prevent any incidents related to them.

For this reason and to improve the security of battery collection and transport, we have continued to invest in a major project, our project involving the acquisition and deployment of new smart containers. In addition, we have developed new awareness tools on battery security to inform the municipalities, the public and the collection points on how to protect and handle batteries safely. These free awareness toolkits are available on our website.

### **Research and Development**

With an approach based on consultation and environmentally friendly practices, our research and development (R&D) activities leveraged action and innovation to meet the expectations in Quebec, in accordance with the Regulation on the recovery and reclamation of products by businesses (*Règlement sur la récupération et la valorisation de produits par les entreprises*).

In 2024, we focused on two rather complex pilot projects: one involving batteries as inseparable components of a product and the other dealing with e-cigarettes. To improve our knowledge about difficult-to-remove batteries, we partnered with the *Centres de formation en entreprise de recyclage* (CFER) to quantify and identify the types of products available for recovery.

In collaboration with representatives of the vaping industry and various stakeholders, we analyzed and developed solutions to respond to the issue associated with the responsible management of end-of-life e-cigarettes. Consequently, the new Quebec program dedicated to the recycling of vapes was finalizing development in the final quarter of 2024.

**Round Table of Recognized Management Organizations (RMO)**

Established in 2023, the Quebec round table of recognized management organizations (RMO) continues to meet quarterly. This round table aims to engage RMOs in order to share best practices and collaborate on some common projects. Also, on a regular basis, two Recognized Management Organizations (RMOs), the QBCRA, which is responsible for the deposit-refund system and Éco Entreprises Québec (Québec Eco-businesses or EEQ), which is responsible for selective collection, are invited to join the round table meeting to explore opportunities for cooperation.

**Follow-Up Committee**

In accordance with the requirements of the Regulation on the recovery and reclamation of products by businesses, a follow-up committee is in place. The committee is made up of representatives from companies, associations, and organizations in the residual materials management sector that are affected by the EPR programs in Quebec. In an effort to ensure resource efficiency and optimization, the Quebec recognized management organizations have chosen to get together and hold an annual meeting with the follow-up committee.


The meeting with the follow-up committee took place on October 3 and its agenda was quite full. After the presentation of the annual results and highlights of the different EPR programs, the discussions which followed were mainly focused on the issues related to the Regulation on the recovery and reclamation of products by businesses and the solutions to be implemented in order to optimize the recovery rates for the products covered by the regulation.

**Regarding Governance**

The Call2Recycle Annual General Meeting was held on June 13, 2024. At this meeting, financial statements and program performances were presented. In addition, the members voted to elect the administrators who make up Call2Recycle Canada's Board of Directors and the members of the Quebec Conseil Délibératif.

The Quebec Conseil Délibératif is where the decision-making and tracking of Call2Recycle's global performance in Quebec take place. It held three meetings during the year, in April, September and December. The Conseil Délibératif is made up of seven elected members as well as a representative of RECYC-QUÉBEC who attends the meetings.

### 3. Overview of the Operational Indicators for 2024

<b>Collection</b> 	<b>2,159,770 kg</b> of batteries collected	<b>1,486,816 kg</b> of primary batteries  <b>672,954 kg</b> of rechargeable batteries	<b>0,24 kg</b> of batteries recovered per capita
<b>Drop-off Points</b> 	<b>6,177</b> public and private drop-off sites	<b>3,286</b> <b>public</b> drop-off sites and <b>2,891 private</b> <b>sites</b>	<b>94%</b> of the population lives within a 15 km radius of a drop-off site
<b>Investments</b> 	Program Costs <b>\$11,618,000</b>	Cost/Kg <b>\$5.38</b>	Information, Awareness and Education (IAW) <b>\$1,348,000</b>

## 4. Performance of the Integrated Battery Management System

### 4.1. Marketed and Collected Batteries

Batteries Marketed by the Members (in kg)		
Types of batteries	Batteries Marketed in 2024 (kg)	Batteries Marketed in 2023 (kg)
Primary	3,042,774	3,193,450
Rechargeable	1,439,279	1,355,764
<b>Total</b>	<b>4,482,053</b>	<b>4,549,214</b>

Batteries Collected in Quebec by Call2Recycle		
Types of Batteries	Batteries Collected in 2024 (kg)	Batteries Collected in 2023 (kg)
Primary	1,486,816	1,335,986
Rechargeable	672,954	468,719
<b>Total<sup>1</sup></b>	<b>2,159,770</b>	<b>1,804,705</b>

<sup>1</sup> Collections Total, SSLA/Pb Included

### 4.2. Battery Recovery Rates in 2024 based on Collection Targets

Battery Recovery Rates in 2024 Based on Collection Targets for Primary Batteries				
	Batteries Sold in Quebec in 2022 (Reference Year)	Collection Target (%)	Actual Collections (kg)	(%) Recovery Rates
<b>Primary Batteries</b>	3,286,924	22.5% or 739,557 kg	1,486,816	45.2%

Battery Recovery Rates in 2024, 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	27.5% or 372,725 kg	672,954	49.7%

### 4.3. Drop-Off Points by Sector

Call2Recycle Drop-off Points in Quebec by Sector (Public and Private)		
Sectors	2024	2023
Commercial Services	1,267	970
Government	1,672	1,471
Manufacturing	236	207
Retail	2,640	1,848
Locator (Collection Network in Bulk)	354	357
Non-Classified	8	11
<b>Total</b>	<b>6,177</b>	<b>4,864</b>

## 5. 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. In 2024, Call2Recycle remains the only battery collection and recycling organization to offer such a high level of operational excellence and compliance, holding four globally recognized certifications (R2v3, ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018).

After becoming the first program of its kind to earn the Responsible Recycling Certification (R2) in 2014, Call2Recycle was 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. The R2v3 certification also ensures the proper management of the batteries collected, from collection to processing. This avoids exporting them to developing countries or sending them 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 the R2v3 standard. On a yearly basis, all downstream suppliers are monitored by a third-party auditor and internally by Call2Recycle to ensure that they operate in compliance with the R2v3 standard in accordance with all the applicable environmental, health, safety, and legal requirements.

Call2Recycle has completed the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 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 for 2024 – without processors identified

	Rechargeable Battery Chemistry								Primary Chemistry					
Battery Type	Ni-Cd		Li-ON	Ni-MH		SSLA			Alkaline					Lithium*
Metals	73%	72%	72%	77%	92%	79%	79%	68%	22%	30%	18%	10%	54%	0%
Plastics	0%	0%	0%	0%	0%	9%	9%	4%	0%	0%	0%	0%	2%	0%
Electrolytes/Secondary Recovery	0%	0%	0%	0%	0%	4%	4%	0%	0%	0%	0%	22%	4%	0%
Black Mass	0%	0%	0%	0%	0%	0%	0%	0%	73%	52%	62%	56%	45%	0%
<b>Total Material Recovery (%)</b>	<b>73%</b>	<b>72%</b>	<b>72%</b>	<b>77%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>72%</b>	<b>95%</b>	<b>82%</b>	<b>80%</b>	<b>88%</b>	<b>95%</b>	<b>0%</b>
Unrecovered Material (%) / non-recovered for use in Secondary Market during Recycling Process: Water, Oxygen, Plastics, Organics (Carbon, Electrolytes)	27%	28%	28%	23%	8%	8%	8%	28%	5%	18%	20%	12%	5%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\* Call2Recycle performs regular due diligence to ensure that the program and its contracted service providers operate in accordance with the highest environmental standards. Call2Recycle discovered that its contracted lithium primary battery processor did not meet these standards which has impacted the recycling efficiency rate for this battery chemistry. Call2Recycle has since developed a corrective action plan, contracted and trained an alternate processor who will meet the program's environmental standards moving forward.

## 6. Information, Awareness and Education (ISE)

Within the framework of its responsibilities toward the Quebec government, Call2Recycle is committed to educating the population about the importance of recycling batteries in order to protect the environment. To accomplish this, our organization invests extensively in solid public awareness campaigns to help improve the adoption of battery recycling behaviors and boost battery collections.

### A Renewed Visual Identity and A New Website

2024 was a transformative year for Call2Recycle's household battery program, which was rebranded under the name "*Recycle Your Batteries, Canada!*". The new brand, which has adopted a new dynamic logo, was designed to aid consumer understanding, increase awareness and brand name recall.



New collection boxes, smart containers, posters and easel cards displaying the new brand name were distributed to collection sites throughout Quebec.

Also supporting the brand is a new [consumer website](#), which is designed to help educate consumers on the three steps to safely recycle batteries, using our slogan: *Collect, Protect and Drop Off™*. The website is easily accessible thanks to its easy-to-remember URL, [www.RecycleYourBatteries.ca](http://www.RecycleYourBatteries.ca).



*Original homepage for the Recycle Your Batteries, Canada! collection website.*

### New Brand Launch Campaign

In February, Call2Recycle launched its new consumer brand, “*Recycle Your Batteries, Canada!*” using a multimedia campaign which encouraged Canadians to recycle their used batteries.

The centerpiece of the campaign consisted of a series of educational commercials which were presented on national television and in digital media.



<https://youtu.be/P809ERxesUI>

Titled, “*Decisions, Decisions,*” the commercials depicted the morality play that consumers experience when they are faced with deciding between throwing batteries in the garbage can or, doing the right thing, and recycling responsibly.

The commercials were aired on national television, including English spots during the Oscars and French spots on the RDS and TVA networks.

### Contest for Earth Day

In April, Call2Recycle leveraged Earth Month as an opportunity to educate consumers about battery recycling.

New commercials and digital videos encouraged consumers to drop off their batteries and scan the QR codes on the posters to enter the “Take Charge” contest for a chance to win cash prizes.



The collection partners were invited to add their own logos to the social media resources supplied as a way to amplify their participation in the contest on their social media channels.

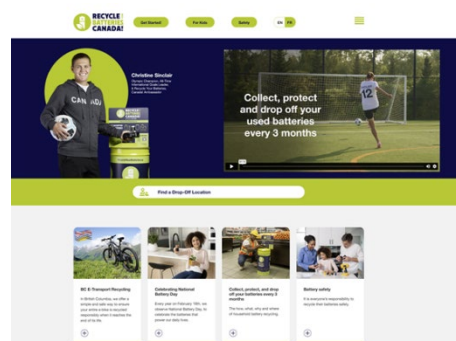
Call2Recycle also posted educational content celebrating Earth Month on the *Recycle Your Batteries, Canada!* website.

#### New Brand Ambassador and Circular Economy Month Contest



Call2Recycle raised the bar even higher by naming Canadian soccer legend, Christine Sinclair, as the ambassador for the *Recycle Your Batteries, Canada!* program.

To help draw attention to the battery recycling cause, Christine Sinclair appeared in national televised and digital commercials in support of our Circular Economy Month Contest, which encouraged consumers to drop off their batteries in order to participate in a contest.



The campaign generated high response rates and was amplified thanks to collaborations with our retail and municipal partners.

*Updated homepage for the Recycle Your Batteries, Canada! website, showcasing Christine Sinclair*

### Partnerships With Schools

Within the scope of Call2Recycle's mission to educate Canadians, we also continued our school partnership with ENVironnement JEUnesse.

For the 8<sup>th</sup> year in a row, elementary schools, CEGEPs and other educational establishments participated in the Battery Recycling Contest organized by ENVironnement JEUnesse (ENJEU) and Call2Recycle.

During the 2023-2024 school year, the students of 195 schools, with the support of their teachers and their families, collected more than 23,000 kg of batteries, which is the equivalent weight of two school buses!

### Public Relations

Call2Recycle also maintained ongoing communications in the Quebec and Canadian media throughout the year. Call2Recycle appeared in several national media, including [Global News](#), [CTV News](#), [CBC-Ici Radio Canada](#), and the [National Post](#).

Furthermore, several local partners, like the city of Boucherville and the ORAPÉ of the L'Érable RCM, were featured in the provincial press to celebrate Call2Recycle's Leaders in Sustainability Awards they received for their battery recycling results during the previous year. Through this ongoing information, Call2Recycle continues its mission to educate Quebecers on the importance and the progress of battery recycling in the province and to encourage even more recycling actions and increased volumes of batteries collected.

### Key Success Metrics



Overall, 2024 exceeded expectations with regards to Marketing and Public Relations. The aided brand awareness of the *Recycle Your Batteries, Canada!* brand increased by 26%\* in Quebec in only one year, which contributed to a boost in collection rates. Our campaigns also attracted 755,000 visitors to our websites on both the Call2Recycle and *Recycle Your Batteries, Canada!* websites, of which more than 190,000 were Quebec visitors.

\*Source: Ipsos Survey Results, March 2025

## 7. Innovation, Research and Development

### 7.1. Market Research in 2024 - Ipsos Survey

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 Quebecers about the importance and benefits of battery recycling in 2024 in the province. From February 4 to February 14, 2025, a sample of 1,000 Quebecers was surveyed online via the Ipsos I-Say Panel.

#### Awareness

Quebeckers continue to believe in the recyclability of batteries despite a slight decrease in the results, from 81% in 2023 to 80% this year. In line with previous trends, Quebeckers demonstrate a better understanding of the recyclability of single-use batteries than they did for rechargeable batteries, 73% (-1 point) and 66% (-3 points) respectively. A significantly greater number of Quebeckers are aware that household batteries are dangerous and should not be thrown into the trash, from 72% in 2023 to 78%, and up to 85% among those 55 and older. However, a significantly greater number of Quebeckers who store their batteries indicate that they do not know what to do with them (+6 points).

#### Recycling Behaviors

The battery recycling rate did not significantly change in 2024, and remains comparable to the rate in previous years. Three quarters (74%) of Quebeckers recycle at least a portion of their batteries, and an average of 61% of the batteries are recycled (-1).

Quebeckers who actively store their batteries do so with the intention of recycling them, with more than half (52%) planning to recycle at a more convenient time. However, this positive intention to recycle has decreased by 5 points compared to last year.

Quebeckers mainly recycle their household batteries by dropping them off at a recycling center or depot, at a retailer, at work or at the library. A significant increase in the number of people who recycle them at a community center has also been observed.

### Attitudes

Quebeckers' attitude concerning recycling has remained stable through the years, despite a few improvements. Nine out of ten Quebeckers think it is dangerous to throw out batteries (an increase of 4 points compared to last year).

Almost all of the Quebeckers surveyed agree that battery recycling helps protect the environment for future generations. They also feel confident about their knowledge about the recycling of materials like glass, paper and plastic. They believe recycling is important and they consider it to be a civic duty. The attitudes toward the importance of recycling household batteries; being familiar with the collection points in their community; and preferring to buy from environmentally responsible businesses remain similar to those of last year, with eight out of ten Quebeckers expressing these views. In addition, 80% of Quebeckers continue to say that they know how to recycle household batteries.

## 7.2. Research and Development

Through the years, our growth strategy has been supported by several groundbreaking projects, and 2024 was no exception. Whether it's developing new technologies, improving our products and services or expanding knowledge on battery recycling, we are always looking to the future.

Partnership with the Centre de formation en entreprise et récupération (CFER) and municipalities: dealing with the issue of products containing batteries that are difficult to remove.

The purpose of the research project is to conduct a characterization of the deposit of the products targeted by the regulations and which are found in the eco-centers. This means, evaluating the types of products and their potential for dismantling and estimating the

operational costs of such a recovery and recycling service. The project, which has two phases, runs from 2023 to 2025.

The operational report on phase 1 (September 2023 to June 2024) produced by the CFERs has revealed certain findings which deserve to be highlighted.

- The participation of some eco-centers was delayed pending the signature of the agreements with the municipal managers of the 19 participating eco-centers.
- The battery volumes were much smaller than predicted: 3,748 kg from the 25 lots processed at the CFERs.
- Several items are not designed to be dismantled. This represents a security issue during the dismantling process because of the need to break the outer shell to gain access to the battery.
- The costs related to recovery and dismantling in phase 1 were greatly underestimated.
- In most cases, the products targeted by the pilot project were already being sent to the eco-centers, which proves that citizens are looking for a solution for these end-of-life products.

With some necessary adjustments and improvements made to the project, phase 2 is well underway and has been ongoing since August 2024. Forty eco-centers were invited to participate in phase 2 and the findings will be presented in June of the following year. All the collated information will allow us to highlight the issues related to these batteries and to evaluate the implementation of a solution for the management of end-of-life products containing batteries that are difficult to remove.

### Recycling of Vapes

In 2024, a lot of energy and resources were deployed in an effort to understand how and with which responsible producers the issue of managing end-of-life vaping products should be dealt with in Quebec.

Extensive research was done to gather data on market launches, on brands distributed and on vape distributors. In addition, the need to develop an understanding of the regulatory environment surrounding these vaping products led us far beyond the EPR program regulation regarding batteries and its application. At this stage of the process, it was essential and imperative that there be a collaborative effort between the *Ministère de l'environnement et de la lutte contre les changements climatiques de la faune et des parcs* (MELCCFP), RECYC-QUÉBEC and stakeholders at Santé Québec.

After several meetings and discussions, we were able to lay the groundwork for an approach and rules to follow that would allow us to create a recovery and recycling program targeting vapes.

It was a challenging year and, despite the obstacles and complexity encountered in this matter, our efforts were productive. Thanks to the participation of three members of the tobacco industry who accepted to participate in the launching of an EPR program through the remittance of EHF's on their products sold in Quebec, we were able to get the approval of Call2Recycle's Board of Directors and the Conseil Délibératif for the implementation of a brand-new program *Recycle Your Vapes*, which was officially launched in January 2025.

#### Follow-Up on the Smart Container Project

The project to deploy smart containers in Quebec (these new containers are equipped with thermal sensors and fill level sensors, all connected to an IT system) was delayed until the fourth quarter of 2024. Some technological modifications were necessary after the containers' breaking-in period in Ontario at the beginning of the year. The main issues and problems encountered were linked to the IT systems. Thanks to this breaking-in period, we were able to rectify and adjust certain programming parameters. This test phase allowed us to better prepare the system's deployment throughout Quebec, a process which began in November when about twenty containers were set up in the Montreal region.



#### Follow-Up on the Proactive Pick-Up with Dedicated Routes Project

Although this collection system with predetermined routes was initially intended for major urban areas like Montreal and Laval, we proposed its expansion to include other municipalities like Gatineau and Quebec City. Even though we are still in a test phase, we anticipate it will result in improved customer service and increased efficiency, while maintaining competitive costs.

#### Supporting Academic Scientific Research

The university as an institution, in conformity with its role as a teaching and research establishment, does scientific research on a regular and ongoing basis. In the spring of 2024, Call2Recycle and companies in the mining and metallurgy sector were approached by a Quebec university asking them to participate in a confidential research project titled “Recovery and recycling of metals using a new solvometallurgical approach.”

This research project will allow Call2Recycle to participate in the development of a unique process, based on solvometallurgy, for the effective reclamation of recycled batteries with zero discharge. As well, Call2Recycle is committed to supplying samples of recycled batteries or black mass from its battery collection efforts in Quebec and to attend meetings where updates on the project will be presented. The memorandum of understanding was signed and the work started in December of 2024.

In light of the solvometallurgical technology advances proposed in this project, we are looking forward to participating in the development of a sustainable and economical alternative approach to the extraction, separation and recovery of critical and strategic minerals (CSM).

## 8. Financial Statements Call2Recycle Canada Inc.

For the Years Ended December 31, 2023 and 2024 - Quebec (Audited)

<b>REVENUES (\$'000)</b>	<b>2024</b>	<b>2023</b>
Steward fees	9,349	6,672
Investment Income	686	727
Other	0	3
<b>Total Revenue</b>	<b>10,035</b>	<b>7,402</b>
<b>EXPENSES (\$'000)</b>		
Material Management and Processing (Battery Collection, Sorting and Processing) <sup>1</sup>	7,339	6,133
Public Education and Awareness	2,291	1,604
Other (Salary, Professional, Administrative)	1,987	1,370
<b>Total Expenses</b>	<b>11,618</b>	<b>9,107</b>
<b>Deficiency of Revenue Over Expenses</b>	<b>-1,583</b>	<b>-1,705</b>
<b>RESERVES (\$'000)</b>		
Net Assets, Beginning of Year	12,036	13,741
Net Assets, End of Year	10,453	12,036

<sup>1</sup> Research and development expenses are included under Material Management for 2024 (\$111,000) and 2023 (\$204,000).

## Appendix 1: Members of the Quebec Conseil Délibératif

<b>Members of the Quebec Conseil Délibératif of Call2Recycle Canada, Inc.</b> (as of December 31, 2024)	
<b>Joe Borsellino</b>	Chateau Manis Électroniques
<b>Simon Pierre Mathieu</b>	Batteries du Québec
<b>Thierry Lopez</b>	Best Buy
<b>Pierre-Luc Dodier</b>	McKesson
<b>Sylvain Messier</b>	Groupe Jean Coutu
<b>Héloïse Régnier-Pelletier</b>	RONA
<b>Eric Sasseville</b>	Costco

## Appendix 2: 2024 List of Call2Recycle Members in Quebec

3M Canada Company
Accès Audition Inc.
Acer America Corporation
Acklands-Grainger Canada Inc.
ACS Distributing
Addison Électronique - Mtl
Add-Tronique Inc.
ADI Global
Aida Calderon Audioprothésiste
Aimlite Lighting Products
Aircraft Modeler's Research
Aisen Inc.
Alyn Simard Audioprothésiste Inc.
AMAZON.COM.CA ULC
Anne E. Legault audioprothésiste
Apple Canada Inc.
Archimède Véhicules Électriques
Audio Méd Inc.
Audioprothèse Morency Inc.
Audioprothésistes Godin Blouin
Audioprothésistes Milot et Tremblay Inc.
Auditio Clinique Auditive
Audition Alma, Savard Audioprothésistes
Audition Saguenay, Savard Audioprothésistes
Aures Solution Auditive Inc.

Batteries Dixon Inc.
Batteries du Québec Inc.
Batteries Illimitées Inc.
Batteries St-Eustache Inc.
Battery Canada
BDI, a division of Bell Mobility Inc.
Beaudry Roy Audioprothesistes Inc.
Benoit Industriel Inc.
Best Buy Canada Ltd. 1000
Bike Co LLC
BISSELL Canada Corporation
Bonner Audio Inc.
Bose Limited
Buropro Citation inc.
Cabela's
Canac-Marquis Grenier Ltee
Canadian Energy and Power Corporation
Canadian Tire Corporation, Ltd
Canadian Tire Petroleum
Canon Canada Inc.
Cantin et Fils Limitée
Cardinal Health Canada Inc.
Carl Zolov Enterprises Ltd
Centre auditif Lotbinière Inc.
Centre Reid
Centres auditifs Amer-Ouali Inc.

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Centres Masliah Inc.

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Cervelo Cycles Inc.

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Chateau Manis Electronics

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Claude Forest Audioprothésiste

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Clinique Audioprothésistes Tremblay Inc.

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Clinique Auditive Alexandra Ouellet  
Audioprothésiste Inc.

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Clinique Auditive Baribeau-Lafrance

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Clinique Auditive Bouchard, Tremblay &  
Associés

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Clinique auditive Bougie

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Clinique auditive Généreux Gaudreault  
Rhéaume Inc.

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Clinique auditive Ioannoni Inc.

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Clinique auditive Kamouraska

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Clinique auditive Laniel Inc.

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Clinique Danie Jean Audioprothésistes

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Clinique de l'audition Décarie

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Clinique de l'Audition Lévis - DB

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Clinique de l'audition Montmagny - DB

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Clinique Entendre

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Costco Wholesale Canada Ltd

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Couche-Tard Inc.

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CTG Brands Inc.

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Cycles Devinci Inc.

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Cycles Lambert Inc./HLC

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D'Amour Bicycle & Sports Inc.

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Dell Canada Inc.

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Descair Inc.

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Deschenes & Fils Ltée - Div Québec

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Deschênes & Fils Ltée Div. Montréal

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Désilets Galarneau Audioprothésiste

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Diane Monette audioprothésiste

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Dickner Inc.

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Distribution aux Modélistes Inc.

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Distribution Industrielle G.C. Inc.

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Distribution Voltimage Inc.

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Distributions Johnson Inc.

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Dixon Med Inc.

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Dollarama L.P.

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Dubo Électrique Ltée

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Dumais et Laporte audioprothésistes  
SENC

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Dynabook Canada Inc.

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Dyson Canada Limited

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East Penn Canada

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ECHO Power Equipment (Canada)

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Edma Marketing Ltd

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Edouard Beauchesne (1985) Inc.

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Electrimat Ltée

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Electro-5 Inc.

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Electronique Raybel Inc.

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Elite Tools Inc.

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Energizer Canada

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Epic Cycles Inc.

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Équipement industriel Polar Inc.

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Équipement Polar Saguenay s.e.n.c.

Équipements Confortek Inc.
Equipements Industriels Joliette Inc.
EUCAN Distribution Inc.
Eve-Marie Gaudreault & Linda Rhéaume Audioprothésiste
Familiprix Inc.
Fastenal Canada, Ltd. ON100
Fédération QC des coopératives en milieu scolaire
FERMETCO INC.
Ferronnerie Sept-Iles Inc.
FGL
Fourniture de Bureau Denis Inc.
Francois Sasseville Audio
Francois Sasseville Audioprothésiste Inc.
Franklin Empire Inc.
Frederick Deslauriers Inc
FuturPlus Division of Cathelle Inc.
Gagné-Bélangier Audioprothésistes
Garrett Industriel Inc.
Gazelle USA, LLC
GE Healthcare Canada, Inc.
Gestion Bérubé Brassard Inc.
Gestion Big Audio Inc.
Gestion Drouin Méthot Inc. (Bérubé Brassard Beauce).
Giant Bicycle Canada Inc.
Giant Tiger Stores Limited
Google Canada Corporation

Grand & Toy Ltd.
Green Light Cycle Ltd.
Grin Technologies Ltd.
Groupe Acces Electronique Inc.
Groupe Archambault Inc.
Groupe BBH Inc.
Groupe BMR Inc.
Groupe JSV Inc
Groupe MEB
Guillaume Richard Audioprothésiste
Guillevin International Cie
HAWTHORNE CANADA LIMITED
HD Santé Auditive
Henry's Enterprises Inc.
Hilti Canada Corporation
Hinse & Harnois Audioprothésistes
Hitfar Concepts Ltd.
Home Hardware Stores Limited
HRS Global
Hudsons Bay Company
Husqvarna AB
IBS DE L'EST DU QUEBEC
IBS of QUEBEC
IKEA Canada Limited Partnership
IKEA Supply AG
ILINK Industries Ltd
Imperial Dade Canada Inc.
Importation Sobel Imports Inc

Indigo Books and Music Inc
Isaac Instruments Inc.
Jacques Boucher Audioprothésiste Inc
Jacques Laferte Ltee
John Deere Canada ULC
J-P Denis, audioprothésiste, solutions auditives i
Julie Kovacs Audioprothésiste
Julie Rodier Audioprothésiste Inc.
Julie Sabourin Audioprothésiste
Karmin Industries
Kona Canada, The Bicycle Group (TBG)
Kranked Bikes
L Villeneuve et Cie (1973) Ltée
L3Harris Technologies Inc.
Lachance & Co.
Laflamme & Associés, Audioprothésistes Inc.
Laliberté d'Entendre Inc.
Le Groupe Jean Coutu (PJC) Inc.
Lee Valley Tools Ltd
Lefebvre et Benoit SEC
Lego Brand Retail
Lenovo (Canada) Inc.
Les Équipements Rapco Inc.
Les Pièces d'Auto Transit Inc.
Les Variétés P. Prud'homme Inc.
Librairie Renaud-Bray inc.

Lilium-Tech Corporation Ltd.
Linda Cloutier AP 2011 Inc.
Linda Rhéaume Audioprothésiste Inc
Live to Play Sports Group Inc.
Lobe Réseau Inc.
Loblaws Inc.
Louis Garneau Sports Inc.
Lumen (Div Sonepar Canada Inc.)
M&M Nord Ouest Inc.
M. Lemieux Inc.
Maddison Electronique Inc.
Madeleine Trudel inc.
Magasins Hart Inc.
Magnacharge Battery Corp.- West Hub
Makita Canada, Inc.
Marcel Baril Ltée
Marie-Eve Trudel Audioprothésiste Inc.
Marie-Josée Paul Audioprothésiste Inc.
Marie-Josée Paul Audioprothésiste Saint-Sauveur
Marie-Josée Paul Audioprothésistes St Jérôme
Marin Bikes Canada
Mark's / L'Équipeur
Martine Brassard Audioprothésiste
Matériaux Bonhomme Inc.
Matériaux Jolette Lorrainville Inc.
Matériaux Manic / 9159-4192 Qc Inc.

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McKesson Canada

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McMahon Distributeur Pharmaceutique Inc.

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Metro Richelieu Inc.

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Mica Sport Canada Inc.

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Michael Rossy Ltée

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Michaels Stores Inc.

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Microsoft Corporation

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Miele Canada

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Mitchell & Bonhomme Audioprothésistes

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Morrissey Informatique

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Motorola Solutions Canada

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Mountain Equipment Company Ltd

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MSA Safety Sales LLC

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Myriam Brunel Audioprothésiste

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Nadia Pozzoli Audioprothésiste

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Nedco Québec (HQ)

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Newell Brands Canada

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Nikol Poulin Inc.

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Nikon Canada Inc.

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Noble Gift Packaging Inc.

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Novexco Inc./ Hamster (Bureau plus)

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On the edge Canada Inc.

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Onlybatteries.com - Technologies Duslan Inc.

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Oracle Canada ULC

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Ordinateurs Canada

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Orgill Inc.

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Outdoor Gear Canada

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Outil Mag Inc - Victoriaville

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Outils Pierre Berger Inc.

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P. Girard, Audioprothésiste Inc.

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Panasonic Canada Inc.

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Patrick Morin Inc.

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PBSC Urban Solutions Inc.

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Peavey Industries Limited

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Performance/Laliberté Électronique

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Praxis Works

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Premier Outils Pro - Montréal

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Premier Outils Pro - Québec

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Premier Tech Ltd.

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Prévost Audioprothésistes Inc.

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Prime Deals International Ltd

---

Princess Auto Ltd

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Proflash Technologies Inc.

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Rad Power Bikes LLC

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René Leclair, audioprothésiste Inc.

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Rexel Canada Electrical Inc.

---

Riese & Müller GmbH

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Robert Bosch Tool Corporation

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Rocky Mountain, Div. of Industries RAD Inc. (Procycle)

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RONA Inc.

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RVO Aylmer s.e.n.c.

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RVO Gougeon-Dupras audioprothésistes

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RVO Trois-Rivières S.E.N.C.

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

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S.P.Richards Co. Canada, Inc.

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SAIL plein-air Inc.

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Santa Cruz Bicycles, LLC

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Schneider Electric IT US

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Scotts Canada Ltd.

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Sébastien Lauzon Audioprothésiste Inc.

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SEKA - 10405795 Canada Inc

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Services Informatiques YJS Inc.

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SharkNinja Operating LLC

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Shimano Canada LTD

---

Shopper+ Inc.

---

Shoppers Drug Mart Inc.

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Snap-On Tools of Canada Ltd

---

Sobeys Quebec Inc.

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Solution Oreille Inc.

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Sonia Guertin Audioprothésiste

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Sonos Inc.

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Sophie Gagnon Audioprothésiste Inc.

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Sophie Gamache Audioprothésiste Inc.

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Specialized Bicycle Components Canada

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SPI Santé Sécurité Inc.

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SRP Companies Canada (Distribution  
Franco)

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Standard Products Inc.

---

Stanley Black & Decker Canada

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Staples Canada ULC

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Staples Professional, Inc.

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Steelcase Canada Ltd

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Stihl Limited

---

Summit Tools

---

Surplus Général Tardif (1991) Inc.

---

Sylvain Daoust Audioprothésiste

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TCED INTL Inc.

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TD SYNEX CANADA ULC

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Technopolis

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Techtronic Industries Canada, Inc.

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TELUS Mobility

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Tenaquip Limited

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The Home Depot of Canada, Inc.

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The North West Company

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The Source (Bell) Electronics Inc.

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The Stevens Medical Company

---

Toys R Us Canada, LTD

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Tradelco Inc.

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Trek Bicycle Canada ULC

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Turcotte Habel, audioprothésistes CH Inc.

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Turcotte Habel, audioprothésistes SL Inc.

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T-Zone Health Inc.

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UAP Inc.

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Uni-Select Canada Inc.

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Variétés B. Desmarais 1992 Inc.

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Velec Inc.

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Veritas Technologies LLC

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Voltage Bikes Ltd. (Pedego Can)

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Walmart Canada

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Wesco Distribution QC

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Westburne Division QC

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Wurth Canada Limited

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Yamaha Motor Canada

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Yeti Cycling LLC.

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**TOTAL QUEBEC MEMBERS: 323**

## Appendix 3: Quebec Public Drop-off Points by Region and RCM

### 16 Montérégie 454

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MRC Acton	11
MRC Beauharnois-Salaberry	22
MRC La Vallée-du-Richelieu	41
MRC Le Haut-Richelieu	46
MRC Le Haut-Saint-Laurent	5
MRC Les Jardins-de-Napierville	21
MRC Les Maskoutains	29
MRC Marguerite-D'Youville	29
MRC Pierre-De Saurel	12
MRC Roussillon	56
MRC Rouville	18
MRC Vaudreuil-Soulanges	49
Hors MRC 16	115

### 12 Chaudière-Appalaches 239

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MRC Beauce-Centre	14
MRC Beauce-Sartigan	23
MRC Bellechasse	25
MRC La Nouvelle-Beauce	23
MRC Les Appalaches	31
MRC Les Etchemins	14
MRC L'Islet	17
MRC Lotbinière	20
MRC Montmagny	16
Hors MRC 12	56

### 9 Côte-Nord 43

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MRC Caniapiscau	1
MRC La Haute-Côte-Nord	10
MRC Le Golfe-du-Saint-Laurent	2
MRC Manicouagan	14
MRC Minganie	5

MRC Sept-Rivières	11
<b>11 Gaspésie—Îles-de-la-Madeleine</b>	<b>69</b>
MRC Avignon	6
MRC Bonaventure	18
MRC La Côte-de-Gaspé	15
MRC La Haute-Gaspésie	5
MRC Le Rocher-Percé	15
Hors MRC 11	10
<b>2 Saguenay—Lac-Saint-Jean</b>	<b>150</b>
MRC Lac-Saint-Jean-Est	24
MRC Le Domaine-du-Roy	20
MRC Le Fjord-du-Saguenay	24
MRC Maria-Chapdelaine	18
Hors MRC (autochtone) 2	1
Hors MRC 2	63
<b>7 Outaouais</b>	<b>99</b>
MRC La Vallée-de-la-Gatineau	5
MRC Les Collines-de-l'Outaouais	7
MRC Papineau	10
MRC Pontiac	7
Hors MRC 7	70
<b>15 Laurentides</b>	<b>219</b>
MRC Antoine-Labelle	16
MRC Argenteuil	13
MRC Deux-Montagnes	40
MRC La Rivière-du-Nord	39
MRC Les Laurentides	16
MRC Les Pays-d'en-Haut	18
MRC Thérèse-De Blainville	49
Hors MRC 15	28
<b>8 Abitibi-Témiscamingue</b>	<b>39</b>
MRC Abitibi	3
MRC Abitibi-Ouest	4

MRC La Vallée-de-l'Or	13
MRC Témiscamingue	6
Hors MRC (autochtone) 8	1
Hors MRC 8	12
<b>1 Bas-Saint-Laurent</b>	<b>154</b>
MRC Kamouraska	17
MRC La Matanie	11
MRC La Matapédia	19
MRC La Mitis	21
MRC Les Basques	12
MRC Rimouski-Neigette	30
MRC Rivière-du-Loup	28
MRC Témiscouata	16
<b>5 Estrie</b>	<b>203</b>
MRC Brome-Missisquoi	37
MRC Coaticook	7
MRC La Haute-Yamaska	35
MRC Le Granit	11
MRC Le Haut-Saint-François	7
MRC Le Val-Saint-François	15
MRC Les Sources	4
MRC Memphrémagog	23
Hors MRC 5	64
<b>17 Centre-du-Québec</b>	<b>108</b>
MRC Arthabaska	23
MRC Bécancour	13
MRC Drummond	42
MRC L'Érable	14
MRC Nicolet-Yamaska	16
<b>3 Capitale-Nationale</b>	<b>367</b>
MRC Charlevoix	11
MRC Charlevoix-Est	12
MRC La Côte-de-Beaupré	10

MRC La Jacques-Cartier	14
MRC L'Île-d'Orléans	5
MRC Portneuf	29
Hors MRC 3	284
Hors MRC (autochtone) 3	2
<b>4 Mauricie</b>	<b>122</b>

MRC Des Chenaux	14
MRC Maskinongé	26
MRC Mékinac	11
Hors MRC 4	71
<b>14 Lanaudière</b>	<b>207</b>

MRC D'Autray	32
MRC Joliette	34
MRC L'Assomption	43
MRC Les Moulins	60
MRC Matawinie	25
MRC Montcalm	13
<b>10 Nord-du-Québec</b>	<b>10</b>

Hors MRC 10	8
Hors MRC (autochtone) 10	2

<b>6 Montréal</b>	<b>406</b>
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Hors MRC 6	406
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<b>#Non applicable (N/A)</b>	<b>2</b>
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#N/A	2
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## Appendix 4: Environmental Certifications and Audits

### [ISO 9001:2015](#)

This certificate confirms that Call2Recycle follows the ISO 9001 quality standards for the management of the collection of batteries, as well as their distribution to downstream processors for recycling. This certification ensures that Call2Recycle has put in place a quality management system aimed to ensure the satisfaction of its clients, the compliance of its services and the ongoing enhancement of its processes. The ISO 9001 quality standard showcases our commitment to offering reliable, efficient and consistent services, while meeting regulatory requirements and market needs.

### [ISO 14001:2015](#)

This certificate confirms that Call2Recycle follows the ISO 14001 Environmental Management Standards for the management of the collection of batteries as well as their distribution to downstream processors for recycling. This certification ensures that Call2Recycle manages its operations in an environmentally responsible manner, by reducing its impacts, complying with legislation, preventing pollution and engaging in a process of continuous improvement. This certification also showcases its transparency and commitment to sustainable management and compliance with international standards.

### [ISO 45001:2018](#)

This certificate confirms Call2Recycle complies with standards of the Occupational Health and Safety Management System (OSHAS) for the management of the collection of batteries as well as their distribution to downstream processors for recycling. This certification ensures that the management system that Call2Recycle has put in place is aimed at preventing accidents, reducing occupational risks and protecting the health of its employees. This certification reflects its commitment to offering a safe workplace, complying with legal obligations and continually improving its security performances.

### [Liability Insurance Certificate](#)

Call2Recycle has taken out civil liability insurance with blanket coverage and pollution liability. This insurance provides coverage for claims filed in cases of pollution, against collection and processing facilities and against Call2Recycle's approved transporters.

### [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 R2v3 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; EC 24-002)**

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

### **Transport Canada's Equivalency Certificates (SU 11601.9, SU 13786.2, SU 13846.3, SU 14718)**

Issued by Transport Canada's Transport Dangerous Goods Directorate, these certificates authorize Call2Recycle, and its program participants, to handle, to prepare for transport or to transport products accepted so that they can be recycled in accordance with 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

