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COLLECTOR NEWSLETTER

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Issue: December 10, 2025

We are pleased to share the latest news about Call2Recycle and upcoming initiatives.

In this Issue:

- 2025 Year in Review
- Circular Economy Month Contest
- Operations and Innovation
- Holiday Message

2025 Year in Review

As 2025 comes to a close, we would like to thank all our collection partners for their ongoing partnership and commitment to responsible battery recycling across Canada. This year has been marked by significant growth, milestones, collaborations, and continued progress toward a circular economy – none of which would've been possible without your support.

Watch our Year in Review video below to get the full recap:



Circular Economy Month Contest

October was Circular Economy Month, so Call2Recycle launched a national promotion featuring brand ambassador Christine Sinclair to raise awareness and drive collections to meet 2025 provincial collection targets.

Throughout October, [new TV and digital ads](#) showed Christine coaching a Canadian family on how to “Collect, Protect, and Drop Off” used batteries. The commercials also invited consumers to enter a contest for a chance to win a trip to Vancouver to meet Christine herself! The promotion generated over 145,000 visits to Recycle Your Batteries, Canada! websites and collected over 3,000 contest entries. Thank you to all our collection partners who participated and helped spread the word with contest posters in their stores and on social media!



Christine Sinclair appeared in new commercials promoting the contest

Operations and Innovation

Improvements to Order Visibility and Shipment Tracking

We are introducing several improvements designed to give you greater visibility and control over your collection box orders. These updates are part of our ongoing effort to enhance the tools and information available to you, ensuring your experience is as clear and efficient as possible.

Beginning this month, collection partners will receive an email notification once their shipment has been processed. The message includes a tracking number, allowing you to follow your delivery in real-time. Previously, collection partners received only an order confirmation, so this change provides a more transparent and predictable view of the shipping process.

Collection partners can now log in to their Call2Recycle account to view their recent shipment history, including shipment dates and the number of boxes requested. Each shipment also includes a clickable tracking link for easy reference. Please note that the online view displays up to the three most recent months of shipment activity. This added level of visibility supports easier planning, record keeping and on-site management.

Together, these enhancements demonstrate our commitment to providing a seamless partner experience and continually improving the services you rely on. If you have any questions, please contact customerservice@call2recycle.ca.

Enhanced Safety of Collection Kits

We have updated key components of both our e-mobility and vape collection kits; vape collection boxes have been equipped with safety information linked to the addition of cannabis vape devices, accessible through a scannable QR code on the back of the box. Meanwhile, our e-mobility kit now features a new UN certification, signifying that it has been independently tested and approved to meet stringent national and international transport standards.

A reminder that all our collection boxes also feature a QR code providing more [information on shipping and the process for re-ordering new collection boxes](#).

Smart Containers Testing Confirms Its Best-in-Class Safety Features

Independent testing recently carried out on our smart containers has reaffirmed that they perform as designed during thermal events and successfully maintain low external temperatures.

We encourage you to continue following best practices for the safe handling of our smart containers. Always place them in a cool, dry, well-ventilated area away from heat sources. Do not deposit any defective batteries or miscellaneous garbage, and ensure that you're inspecting the smart container daily for any excess damage. For more tips and best practices, please review our [Safety Training Kit](#).

Reminder: Returning your Batteries and Ordering New Boxes

Scheduling a pickup for your batteries and ordering new collection boxes has never been simpler. Click on the links below to learn what's involved and for a step-by-step guide.

[Schedule a pick-up](#)

[Order more collection boxes](#)

Holiday Message

As we wrap up the year, we want to wish all our collection partners a warm and happy holiday season. Thank you for your continued partnership and support throughout 2025. To celebrate the end of another successful year, we're pleased to share a special [holiday message from our brand ambassador, Christine Sinclair](#). We hope you enjoy the video and wish you a safe and restful holiday season.



**Thank you for your support of Call2Recycle –
happy holidays!**



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