

Call2Recycle Canada, Inc.

Changing habits. Inspiring action.™

To our valued partners:

Together, we are facing a truly unprecedented situation. This is a challenging time for all of us, personally and professionally, affecting our families, our businesses, our communities, and our entire way of life. As we are all navigating these difficult times together, we're also challenged with how to conduct 'normal business' when things seem anything but 'normal'. While batteries may be the least of your worries right now, we want you to know that if you need us, we are here.

While we work to understand and navigate the complexities and changing circumstances around COVID-19/Coronavirus, our top priority remains on the safety, health and general well-being of our staff, our service providers, our collection partners, our stakeholders and the general public. This commitment goes beyond collecting and recycling batteries but further extends to our responsibility as good stewards of the environment and the communities in which we serve.

At this time, we continue to maintain regular operations across Canada. However, we have deployed contingency plans to minimize program disruptions while taking the necessary precautions to mitigate risks for our staff and full community.

Out of an abundance of caution, we have implemented a mandatory work from home policy for all staff, with full pay. Remote technology solutions allow our team to maintain a high level of service and they remain available and ready to assist with any or your program needs. Please contact your Call2Recycle Representative or our Customer Service Team via phone at 888-224-9764 or [email](#) should you require any assistance.

While we continue to monitor changing business conditions, our contracted service providers – fulfillment, transporters, sorters and processors - remain operational, albeit they may be working with modified staffing levels. We remain in close contact with our entire network to mitigate any potential operational impacts and are well-prepared with contingency plans should changing conditions necessitate deployment of them. We will keep you apprised of any significant program disruption or potential impacts to you. We are aware that some collection sites are limiting public collections for health and safety reasons, so if you need additional materials, please contact our team.

We appreciate your continued support, patience and understanding as we navigate through this challenging time together and look forward to working with you now and when things get back to more 'normal' times.

Best regards,

The Call2Recycle Canada Team