



FREQUENTLY ASKED QUESTIONS

Who is Call2Recycle?

Call2Recycle Canada, Inc., is a national not-for-profit battery collection and recycling organization, that operates a national program called Call2Recycle®. Call2Recycle is Canada's first and largest program of its kind and is the provincially-approved consumer battery collection and recycling program for British Columbia, Saskatchewan, Manitoba, Quebec and Prince Edward Island. In Ontario, Call2Recycle operates as a registered Producer Responsibility Organization (PRO) according to the Ontario Batteries Regulation. Call2Recycle operates a voluntary consumer battery collection and recycling program in all other provinces.

Call2Recycle is committed to protecting and preserving the environment by keeping consumer batteries out of landfill and since launching in Canada in 1997, has safely and responsibly collected and recycled 33 million kilograms of batteries.

Call2Recycle accepts household batteries (weighing up to 5 kg) for recycling through its network of more than 12,000 collection locations across Canada including retail and business organizations, government, and municipal depots. Call2Recycle meets and exceeds the most rigorous recycling standards for safe battery recycling and management

How is Call2Recycle funded?

In provinces where Call2Recycle operates under approved Extended Producer Responsibility (EPR) plans, or as a producer responsibility organization (PRO), Environmental Handling Fees (EHF) are used to fund the program. Battery manufacturers, importers, distributors, and retailers who are obligated by provincial recycling regulations, fund the Call2Recycle program by paying EHF's to ensure the batteries they produce and sell are responsibly recycled when they reach their end of life.

What is an EHF?

An Environmental Handling Fee, or EHF, is a charge on a product to handle the responsible collection and end-of-life management of that product. Fees are determined using a calculation factoring in the cost to manage the safe and responsible collection and recycling of each battery by specific type. EHF's may vary between provinces.

How does the Call2Recycle program work?

Consumers gather and drop their used batteries off at a Call2Recycle drop-off location near them. Call2Recycle arranges transport of the batteries to sorting partners who organize them by chemistry. Processing partners then extract the reusable battery components for use as input in the manufacturing of new products.

Does Call2Recycle collect all types of batteries?

Call2Recycle collects and recycles both single-use and rechargeable household batteries (weighing up to 5 kg each) in all Canadian provinces. Call2Recycle also collects and recycles used e-Transport batteries from eBikes, eScooters, eSkateboards, and hoverboards. To find the nearest participating collection site, visit our online locator tool

What happens to the batteries once they are collected?

All of our collected batteries are sent to sorters and then, based on their chemical composition, they are processed for recycling. The batteries are broken down into their component parts where their reusable materials are then sold on the open market to be used as input for the manufacturing of new products including batteries, cement additives, and goods made from stainless steel including bicycles and golf clubs.

Why should I recycle my batteries?

We use battery-powered products in almost every aspect of our daily lives—for toys and games to television remotes and smoke detectors. Each year billions of batteries end up in landfills, where the toxic metals they contain can enter the waste stream and harm the environment. Call2Recycle diverts these potentially harmful materials from the solid waste stream and safely recycles them for use in new products. By dropping off your batteries for recycling you are helping to:

- Keep potentially harmful materials out of our landfill and waste stream.
- Keep people and property safe. If batteries are improperly disposed of at their end-of-life, they can short circuit or overheat and cause a fire.
- Reduce the dependency of mining for virgin materials by capturing metals that can be reused as input for manufacturing new products such as bicycles, pots and pans or even new batteries.

How do I recycle with Call2Recycle?

The program is simple. Gather your used batteries (weighing up to 5 kg each). Find a Call2Recycle collection site near you by visiting the online locator tool. Bring your batteries to the location and drop them in the used battery collection box. It is free and it's that easy!

Once full, the collection box is transported to sorting partners where the batteries are sorted by chemistry, and then sent to recycling processors, where they are broken into their component parts for reuse in new products.