

Dear valued partner,

In follow up to our recent communication regarding the changing circumstances around COVID-19/Coronavirus, and in response to the latest announcement of the closure of all non-essential business, specifically in Ontario, Quebec and Prince Edward Island, we are writing to inform you of some adjustments to Call2Recycle's collection program.

- Fulfillment: All box orders will continue to be fulfilled; however, all collection sites, except those in British Columbia, may experience longer delivery times of new collection boxes.
- Sorting: Laurentide in Quebec has reduced their sorting operations; however, there is no disruption to your box service except that boxes received from QC-based collection sites, may experience sorting and box replenishment delays. If additional boxes are needed, please visit our [online order form](#) or contact Customer Service at 888.224.9764. QC-based collectors shipping bulk can continue to ship batteries normally, although Call2Recycle may automatically redirect to other sorters based on capacity and operation schedules.
- Shipments: Currently, there is no disruption to transportation and pick-up service for collection boxes or bulk shipments across Canada.

With the mandated business closures in place, we are aware many collectors have reduced or temporarily suspended collections. For those continuing the program, we remain in close contact with our entire network to mitigate any further operational impacts and are prepared with additional contingency plans should new developments necessitate deployment. We will keep you apprised of any further program disruptions or potential impacts to you.

Regards,

The Call2Recycle Canada Team