

Dear Valued Customers:

As you may have heard, on the evening of November 7th at approximately 5:00 PM a fire involving lithium batteries occurred inside a storage building at Toxco's British Columbia lithium battery recycling facility. The fire occurred after hours and did not involve any active operations. There were no injuries and the fire did not require evacuation of any homes in the area.

Toxco is open for business and is currently cleaning up the remnants of the fire debris. Any batteries that were involved in the incident are being processed through Toxco's system. As a result of the fire, we will have some reduced storage capacity until we are able to add additional secured storage for batteries. We will make every effort to assure that your needs are continued to be met.

B.C.'s Environment Ministry said the environmental impact from the burning batteries was little-to-none. Ministry officials have indicated that their investigation of the site is concluded.

We wish to assure you that Toxco will take every available step to minimize these types of incidents in the future. A full investigation is underway as to the possible cause of the incident. We strongly suspect that an internal short in one of the batteries in the storage building resulted in a thermal runaway which led to the fire.

Toxco will continue to institute safety plans to minimize these types of events in the future. We will be working with local and provincial authorities to evaluate additional safety protocols that will be forthcoming.

Toxco has been a member of the Trail community since 1992, and has a long history of supporting many local charities and community efforts. These include the BC Cancer Agency, the Trail Regional Hospital, and assisted with the creation of the Piazza Columbo Park in the city of Trail, as well as making possible Trail Family Statue in downtown Trail across from the Cominco Arena.

As a result of the many questions that we have received, and in light of several misleading articles that were published, we will be developing a FAQ which will be posted to Toxco's website shortly. We urge you to keep checking the Toxco website for updates.

We would like to thank all of our friends and colleagues for the outpouring of support that you have given to us over the past couple of days.