



**EMTERRA**  
Group

# Impact Report



**2024**

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## About This Report

The 2024 Impact Report reflects Emterra Group's commitment to environmental and social sustainability. It highlights our efforts to reduce waste, recover resources, and promote sustainable practices while fostering community connections across Canada and the United States. This report offers a transparent account of our progress and dedication to advancing the circular economy.

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## OUR VISION

**We shall improve people's lives through regenerative economies and ecosystems.**

Emmie Leung - Founder & Chief Executive Officer

## A Message from our CEO

Nearly five decades ago, I arrived in Canada with a dream, a strong work ethic, and a deep belief in the power of opportunity. What began with a single truck has grown into a North American organization driven by purpose, innovation, and care — for people, for communities, and the planet.

In 2024, I was proud to see our team continue to lead with that same spirit. We launched North America's first zero-emissions collection fleet, expanded our operations to support extended producer responsibility, and embedded safety more deeply into our culture. These weren't just operational milestones — they were reflections of our values in action.

Throughout our journey, I've always believed that business can be a force for good. That when we treat people with dignity, act with integrity, and stay committed to environmental stewardship, we create lasting impact. This year, we turned challenges into opportunities and laid the foundation for a stronger, more sustainable future.

Thank you for being part of this journey. Together, we are building something bigger than ourselves — something that reflects the best of what we can achieve when we lead with heart, across every community we serve in Canada and the United States.



# Land Acknowledgement



We recognize Indigenous peoples as the original stewards of the Earth, whose deep knowledge and care for the land have sustained ecosystems for generations. Strengthening these relationships is essential for reconciliation and the well-being of our planet.

Our head office in Oakville, Ontario is located on the Treaty Lands and Territory of the Mississaugas of the Credit, home to the Anishinaabe, Attawandaron, and Haudenosaunee peoples.

As an organization with locations across many regions, Eterra acknowledges that all our sites are situated on Indigenous lands. We honor the histories, cultures, and contributions of First Nations, Métis, and Inuit peoples across Canada, and Indigenous peoples in the United States.

We are committed to listening, learning, and acting as respectful guests in the communities where we live and work.



OUR MISSION

**To be a leader in creating and delivering products and services that enable people and businesses to become stewards of the environment and the future.**

# About Emterra Group

From its early days of one woman and a truck, Emterra Group has expanded to a vertically integrated, international enterprise with six distinct divisions. Founded in 1976 in Vancouver, BC, Emterra Group is a Canadian leader in resource recovery and sustainability — proudly family-owned and operated.

Emterra Group is a leader in providing circular solutions, integrated recycling, and waste management solutions to the industrial, commercial, and institutional (ICI) sectors and municipalities throughout Canada and the state of Michigan.

In business for 48 years, Emterra Group remains committed to expanding its reach, leading by example, and laying the groundwork to improve people’s lives through regenerative economies.



In 2024, Emterra Group was named one of **Canada's Greenest Employers** for the ninth consecutive year. This milestone celebrates nearly a decade of innovation, sustainable practices, and a culture where green thinking drives everything we do.

# Impact in Numbers

Vertical integration is a core strength of Emterra Group, enabling it to manage the full lifecycle of waste and recoverable materials across over 40 sites — including material recovery facilities, transfer stations/recycling and waste centres, and landfills — and delivering consistent, cost-effective solutions powered by in-house infrastructure and expertise.



**40+**

Sites Across Canada and Michigan

**19**

Material Recovery Facilities

**400+**

Collection Vehicles in Fleet

**35%**

of Canadian Fleet Powered by CNG







### Integrity

We are honest and empower each other to act with integrity.

### Safety First

We make safety a priority for ourselves, each other, our customers and for members of our communities.

### Diversity

We recognize it is our diversity that creates innovation, promotes inclusivity, and produces better outcomes for our customers' changing needs.

### Customer-Centric

We are empowered to safely deliver quality, reliable, value-added, and professional solutions to our customers.

### Community

We strengthen the well-being of the communities in which we live and work through economic, social, and environmental contributions.

### Employee Engagement

We believe people make things happen. We are committed to developing our employees and treating them fairly, equitably and with respect.

### Sustainability

We strive to demonstrate environmental leadership in everything we do

### Entrepreneurialism

We believe that entrepreneurship is a fundamental expression of the human spirit, freedom, and ingenuity; it is the unique culmination of the visionary and the pragmatic, of both art and science.





# PEOPLE



# Health & Safety

## Investing in a Culture of Care

At the core of our safety philosophy is a simple but powerful belief: **every employee deserves to go home safe, every day.** This belief drives our commitment to building not just a compliant workplace, but a caring one — where safety is personal, proactive, and deeply embedded in our culture.

In 2024, we took meaningful steps to strengthen this culture of care by expanding our safety team, enhancing leadership involvement, and creating new ways for employees to engage in safety conversations.

We've **reimagined training** to be more accessible and impactful, from improved onboarding to hands-on coaching. Our investments in new technology ensures we can act quickly and effectively when risks arise.

Most importantly, we're building a workplace where everyone feels empowered to speak up, look out for each other, and make safety a daily habit. This is how we turn care into action — **every shift, every site, every day.**



# Diversity, Equity, Inclusion & Belonging

At Emterra Group, we believe that fostering a diverse, equitable, inclusive, and belonging (DEIB) environment is not only a moral imperative but a strategic advantage.

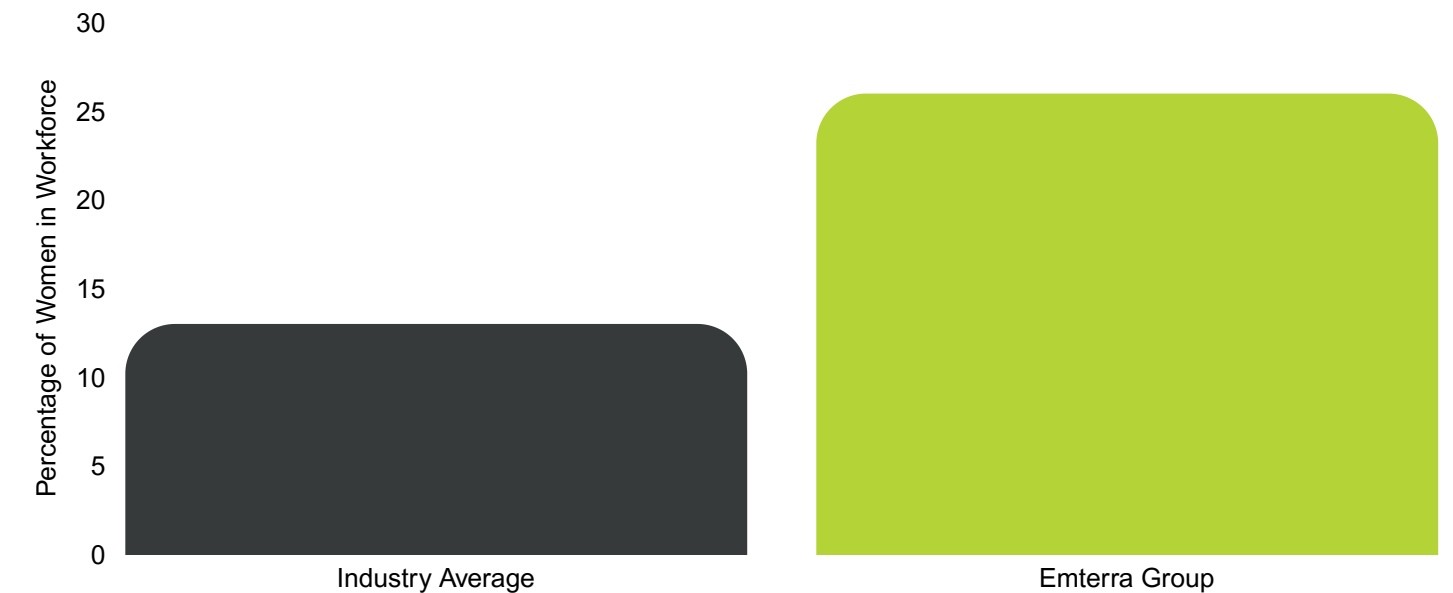
As a minority-owned and woman-led business, DEIB is deeply embedded in our values and practices. Our formal DEIB Mission Statement affirms our commitment to reflecting the regions in which we live and serve, and to maintaining an equitable, inclusive, and accommodating workplace rooted in diversity, engagement, and integrity.

In 2024, we made significant strides in advancing this mission — guided by our DEIB Policy — through targeted programs, continuous education, and open dialogue that promote a culture of respect, reduce stigma, and empower every individual to thrive.

<sup>1</sup> Source: Zipdo, *Recycling Industry Women Statistics*, July 2024

<sup>2</sup> Source: Emterra Group, *Internal DEIB Survey*, October 2023

## Closing the Gap: Women in Waste



While women make up just 13% of the recycling industry workforce<sup>1</sup>, Emterra is proud to stand well above the average — with 26% of our team identifying as women<sup>2</sup>. This milestone reflects our ongoing commitment to building a more inclusive and representative workplace.

# Employee Investment



## Rider to Driver Program

The Rider to Driver Program creates a pool of qualified drivers from within. Eligible non-driver employees (i.e., loaders) are given financial support and time off to attend accredited truck driving schools paid for by Emterra Group, to obtain the license required to become a professional driver.



## Leadership Talent Growth

Introduced in 2024, Emterra Group's Leadership Initiative Foundations Training Program provides employees in a managerial role with the tools to lead with confidence and empathy. The program includes 12 learning and training modules, which include online learning, in-person and virtual workshops and learning assessments on topics such as emotional intelligence, leadership styles, and conflict management.



## DEIB Awareness Education Training

Our DEIB training sessions explore the meaning and value of diversity, equity, inclusion, and belonging. Guided by employee feedback, we address real-world topics and challenge common misconceptions to foster empathy and awareness across our teams.

# Community Care™

Through our Community Care™ program, we partner with local organizations to design and implement innovative charitable giving programs. These programs donate funds to worthy community causes while heightening awareness around waste reduction, enticing consumers and businesses to recycle more, and linking community health to sustainability.

Over  
**\$400,000**  
donated to local healthcare foundations.



## Make Your Contribution at the Curb™

Through our *Make Your Contribution at the Curb™* initiative, Emterra Group donates \$1 to local health foundations for every tonne of recyclables collected from residents. This program empowers communities to make a tangible impact — every item recycled helps drive positive change in local healthcare.

In 2024 this program was supported by the City of Courtenay and the Town of Comox on Vancouver Island in British Columbia.





## Bi-Annual Shred-A-Thon

Twice a year, Emterra teams up with Shred-It and the Salvation Army, for its Shred-A-Thon event. Local residents in the City of Chilliwack, B.C., can recycle and shred their cardboard and personal documents free of charge. In return, they are encouraged to bring monetary or food donations for the local Salvation Army.

# \$68,548

raised since its inception in 2010



## Pedals with Purpose

Emterra Group has partnered with The WRENCH for several years, supporting its mission to provide accessible bikes, repair services, and cycling education through western Canada's largest community bike shop. Each holiday season, Emterra contributes to the Cycle of Giving, helping distribute refurbished bikes to those in need. In 2024, the partnership expanded to include sponsorship of Bike Bazaars — community repair events where 150 bikes and helmets were donated to children, promoting safe cycling and community well-being.



ronmental

# PLANET





# Driving the Circular Economy

At Emterra Group, we're thinking innovatively and transforming waste to resources by advancing circular economy solutions that reduce environmental impact and create long-term value.

Through cutting-edge recycling and waste diversion programs grounded in the Triple Bottom Line approach, we help communities and clients close the loop, turning end-of-life materials into new opportunities for a low-carbon, sustainable future. We're proud to work with strategic, forward-thinking partners who share our vision for a circular economy, enabling us to scale impact and drive innovation across industries. By taking a vertical approach—owning and operating key parts of the value chain, including our growing fleet of electric collection trucks—we are not just participating in the circular economy; we are actively shaping it.

## Ways we're driving the circular economy:

Innovation and research to increase the efficiency and effectiveness of our recycling facilities.

Collaboration and partnerships across the supply chain to create a system that supports a circular economy.

Promotion and education to establish better, safer recycling habits.

Recovering more valuable resources from waste, such as metals, plastics, & organic materials.



2024 HIGHLIGHT

# Emterra Environmental Launches Largest Fleet of Mack LR Electric Trucks in North America for Waste Collection in B.C.



# Leading The Charge

Emterra Group is committed to sustainability, innovation, and exceptional service — partnering with communities across Canada to build a greener future. As a leader in low-emission fleet operations, we've invested in compressed natural gas (CNG) and electric vehicles to reduce our carbon footprint.

Building on the success of our 2023 EV pilot in the Greater Toronto Area, we gained the data, experience, and confidence to launch our first fleet of electric collection vehicles in 2024 — a major milestone in our decarbonization journey. This investment underscores our commitment to climate leadership and supports our goal of delivering high-performance, low-emission resource recovery services.

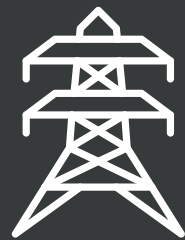


# Our EV Fleet

In 2024, we launched a fleet of eight Mack® LR Electric Trucks - the largest fleet in North America. The fleet currently services the City of Courtenay and Town of Comox in British Columbia.



**480 Tonnes**  
reduction in CO2e each year



## Grid Management

Sophisticated power management system integrated for charging station install.



# Our First EV

## Powering Progress, Silently

In 2022, Emterra Group purchased its first Mack® LR Electric Class 8 refuse vehicle to pilot in Peel Region — one of the fastest growing regions in Canada. This was the first battery-electric vehicle to operate in Ontario, helping the Region achieve its greenhouse gas reduction ambitions.

Emterra Group's EV in Peel Region continues to operate successfully, providing valuable insights into the efficiency and sustainability of electric waste collection. These learnings are regularly shared at various industry conferences, contributing to the broader knowledge base on waste management and the adoption of electric vehicles.

### Pathway to Decarbonization



Complete national fleet assessment for decarbonization opportunities.



Gain hands-on experience in operating ZE transportation technology and trucks.



Use pilot to understand how ambient temperature affects vehicle and battery performance.



Gain insights as we operate our all-electric HD ZE fleet across BC.




# Beyond the Fleet

## Electrifying Heavy Equipment

Emterra Group expanded its electric equipment fleet with two Volvo L25 Electric Wheel Loaders at the Metro Vancouver Central Surrey Recycling and Waste Centre — now operating at 90% emissions-free. These loaders have reduced noise pollution, cut CO<sub>2</sub> emissions by 55 tons annually, lowered maintenance costs by 30%, and saved approximately \$45,000 in fuel.

We continue to partner with Volvo Group to pilot new electric technologies, including a proposed trial of the Volvo L120H Electric Wheel Loader — the first of its kind at this scale.

 **55 Tonnes**  
yearly reduction in CO<sub>2</sub>e

 **30%**  
lower maintenance costs



# Fueling Industry Change

## Making Clean Fuel Accessible

Emterra Group is proud to be a leader in the waste and recycling industry for operating alternatively fueled collection vehicles.

As an organization, we have decided to make our CNG fueling stations available to other companies so that the option to choose sustainable alternatives is more accessible. We are proud that our infrastructure gives other businesses the ability to choose CNG as their fuel source.

Today, Emterra Group's CNG station in Mississauga, Ontario is one of the largest public fueling sites in Canada.

### Quick Facts



**35%**

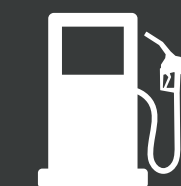
of fleet runs on CNG



Up to **20%**  
reduction in  
GHG emissions



Up to **90%**  
reduction in  
noise pollution



**35 Million +**  
litres dispensed since 2015



# Emterra Environmental

## Collection Services

Through our comprehensive collection services — including waste, recycling, and organics — we helped municipalities, businesses, and households divert thousands of tonnes of material from landfills. Our commitment to innovation was reflected in the expansion of semi-automated and alternative-fuel collection vehicles, enhancing efficiency and safety in our operations.

From curbside pickups to large-item collection and household hazardous waste events, Emterra’s tailored solutions empowered communities to reduce their environmental footprint and embrace a circular economy.

## ReFUSE

ReFUSE, a division of Emterra Group, is a leader in organic waste recovery and zero-waste solutions on Vancouver Island. Through innovative composting programs and community partnerships, ReFUSE diverts significant volumes of organic material from landfills.





# Emterra Environmental

## Post-Collection Services

Emterra Environmental’s post-collection services play a critical role in advancing waste diversion and resource recovery. Our network of material recovery facilities and transfer stations efficiently sorted, consolidated, and redirected waste streams — ensuring that recyclable materials were recovered and residuals were managed responsibly.

In 2024, our post-collection infrastructure underwent significant transformation, with major expansions and new builds across Ontario. These developments are central to our strategy of scaling sustainable operations and meeting the demands of extended producer responsibility (EPR) programs.

## Material Marketing

Emterra Group draws on nearly five decades of expertise and strong relationships with stable, responsible end markets across Canada, the U.S., and globally to manage the logistics and sale of high-quality recyclable materials produced by its network of MRF technologies.



# Emterra Tire Recycling

Committed to preventing end-of-life tires of all types from being disposed of in our landfills or littered in our natural landscapes, Emterra Tire Recycling (ETR) was founded in 2005 and has continued to make significant contributions to the circular economy through the collection and process of tires.

ETR recovers 99% of every tire that enters its facility and has become a leading supplier of crumb rubber in North America, which is used to create new products such as pavers and decorative garden décor.

**40 Million Tonnes**

recycled crumb rubber produced annually

In 2024, a significant upgrade was completed at our facility resulting in a **recycling capacity increase of 30%**. This upgrade allows the facility to recycle tires more efficiently, contributing to the improved recovery of valuable resources. This plant services the entire province and is one of a few tire recycling facilities in Canada.



# Canadian Liquids Processors

Situated in the city of Hamilton, Ontario, Canadian Liquids Processors (CLP) is a one-of-a-kind distillation facility in Canada. The refurbished facility — previously used as a porcelain factory in the 1890s — converts end-of-life alcohol-based liquids into non-toxic, high-quality ethanol. This renewable alcohol is used to manufacture a variety of valuable industrial products, such as windshield washer fluid. The packaging is also recovered and recycled, making this process a sustainable one from start to finish.

**25,000,000 Litres**

Annual Processing Capacity



# Ryse Solutions

Ryse Solutions is the first and only multi-material Producer Responsibility Organization (PRO) in Ontario that operates across all five regulations of the *Resource Recovery and Circular Economy Act, 2016*, allowing producers to achieve compliance across multiple regulations through a one-window approach.



**Blue Box**



**Tires**



**Batteries**



**Electronics**



**Hazardous**



**Lighting**

**94,184 Tonnes**

Materials Recovered Across All Programs in 2024



## DID YOU KNOW...

Ryse Solutions was originally founded to support ETR in building a strong, diverse network of clients for hauling, processing, and end-markets for tires and rubber.

**300+ Clients**

across major industries from small businesses to Fortune 500 firms

# Extended Producer Responsibility

## Enabling the Shift to Producer Responsibility in Ontario

As Ontario undergoes its most significant recycling reform in decades, our organization has stepped forward as a trusted leader in the transition to full producer responsibility.

This transition — from a shared-cost model to one where producers are fully accountable for the collection and processing of packaging waste — marks a pivotal shift toward a circular economy. We've supported producers every step of the way, offering tailored compliance solutions, transparent reporting, and access to vertically integrated recovery infrastructure.



### Canada Plastic Pact (CPP) Partner

Emterra Group and Ryse Solutions are both founding partners of the Canada Plastics Pact (CPP) — a cross-collaborative platform that unites diverse leaders and experts in the national plastics value chain to collaborate and rethink the way we design, use, and reuse plastic packaging to realize a circular economy for plastic in Canada.



### Niagara EcoGlass™

Produced at our state-of-the-art facility in Niagara Falls, Ontario, Niagara EcoGlass™ is a high-quality abrasive product made from recycled curbside glass, offering a safer and sustainable alternative to traditional sandblasting materials.



### HYRYSE™ Cannabis Recycling and Vape Landfill Diversion Program

HYRYSE™ offers a scalable, cost-effective, circular economy solution within Canada to recycle and divert from landfill cannabis packaging, vape pens and cartridges. Partners include cannabis retailers and licensed producers, to offer consumers an in-store cannabis and vape recycling landfill diversion solution.



### OrangeCycle™ Program

In partnership with Ontario Parks, Ryse Solutions operates the OrangeCycle™ program to collect and recycle end-of-life camping cylinders. The program aims to safely collect and dispose of Hazardous Special Products, diverting waste from landfills and keeping Ontario parks clean.



# INTEGRITY



# Integrity in Action

At Emterra Group, integrity is more than a core value — it's the foundation of how we operate. It guides our decisions, shapes our relationships, and ensures we remain accountable to our people, our partners, and the planet.

From ethical business practices to transparent governance and responsible data stewardship, we are committed to doing what's right — even when no one is watching.



## Data Privacy & Security

With oversight from our CEO, Emterra Group's IT Security Steering Committee — comprising members from IT, Operations, Sustainability and Finance — guides our cybersecurity strategy and advises the Executive Leadership Team on mitigating business risks. We protect customer data through regular audits, third-party testing, and secure data exchange protocols, with all communications archived in compliance with applicable laws.

Our privacy practices align with PIPEDA and other relevant legislation. All team members complete mandatory quarterly training on privacy, security, and incident response. Our internal Privacy Policy, reviewed annually, ensures consistent understanding and accountability across the organization.



## Diverse Supply Chain

Emterra Group is committed to inclusive procurement, ensuring all vendors have equal opportunity to do business with us.

By partnering with diverse suppliers, we strengthen our supply chain and support community-focused economic growth. Emterra is proud to be certified as a women's business enterprise (WBE) through WBE Canada, self-recognized through WEConnect International, and certified as a minority-owned business enterprise through the Canadian Aboriginal and Minority Supplier Council. We are also recognized as a Canada Community Employment Benefits target group.



# EMTERRA Group



[emterra.ca](http://emterra.ca) | [@emterragroup](https://www.instagram.com/emterragroup)