



# Teck Trail Operations Engaging with Our Community Fall 2021

Engagement Summary Report

September 27 –  
October 22, 2021

[teck.com/engagetrail](https://teck.com/engagetrail)

**Teck**

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# 1. About Teck

As one of Canada's leading mining companies, Teck is committed to responsible mining and mineral development with major business units focused on copper, zinc and steelmaking coal, as well as investments in energy assets. Copper, zinc and high-quality steelmaking coal are required for the transition to a low-carbon world.

Trail Operations is one of the world's largest fully integrated zinc and lead smelting and refining complexes. We source mine concentrates from all over the world and convert them into products that support modern day life. We are a near zero waste facility, turning 99.9% of feed into useful products. Our operation is an integrated part of Teck's broader zinc business, and the primary refiner for concentrates from Teck's Red Dog mine in northwest Alaska.



## 2. Fall 2021 Community Engagement

### Purpose

In 2019, Trail Operations began an annual community engagement process to give local residents and organizations an opportunity to hear directly from our team, provide input that will be considered throughout strategic planning and help inform community engagement plans in 2022 and beyond. During fall 2021, we shared some information about Trail Operations the community expressed interest in learning more about during our fall 2020 engagement and gathered feedback from the community.

Due to the COVID-19 pandemic, the majority of our 2021 engagement took place online and via mail.

### Participation

There were a total of 86 participant interactions during the community engagement:

- 28 people attended three virtual small group community meetings
- 30 local elected officials and staff attended two local government meetings
- 26 feedback forms were completed (17 online and nine hardcopy by mail)
- two submissions were received

### Engagement Materials and Topics

Trail Operations provided information about Teck and our operations through a discussion guide and feedback form, which were available online at [teck.com/engagetrail](https://teck.com/engagetrail).

During our 2020 community engagement, we heard participants wanted to know more and provide feedback about a number of items related to Trail Operations, including:

- Sustainability initiatives and combating climate change, including reduction of greenhouse gas from extraction to transportation and smelting and refining;
- Procurement, including expanding source feeds and products, and the Red Dog mine's lifespan;
- Employment and training opportunities, particularly in terms of diversity, equality and inclusion; and,
- Our response to the COVID-19 pandemic.

The feedback form also provided an opportunity for participants to provide additional comments, interests or issues regarding Trail Operations.



## Notification

Several notification activities were carried out to inform the community about the opportunity to participate in the engagement process:



**Discussion Guides:** Mailed to 4,707 residents and businesses in Trail and Warfield



**Postcards:** Mailed to 3,178 residents and businesses in Rossland, Montrose and Fruitvale



**Social media:** Three Facebook ads ran in Trail, Rossland, Castlegar and Fruitvale reaching 588 people between September 28 and October 22, 2021



**Print advertisements:** Trail Times: September 28 and 30, 2021; and, West Kootenay Advertiser: September 30, 2021



**Digital advertisements:** Trail Champion: September 27 – October 22, 2021



**Radio advertisements:** Bounce Radio: September 27 – October 22, 2021



**Invitations to participate:** 34 community organizations were emailed an invitation to attend a small group meeting or provide feedback online

## Engagement Methods



### Virtual Small Group Community Meetings

Members of the community were invited to register for one of three virtual small-group community meetings held via Zoom:

- Tuesday, October 5, 2021, 1:00 – 2:30 pm
- Tuesday, October 5, 2021, 6:00 – 7:30 pm
- Wednesday, October 6, 2021, 10:00 – 11:30 am

Each meeting began with an overview of the discussion guide content provided by Trail Operations representatives. Attendees were then invited to ask questions and provide comments.

*Key themes from the small group meetings can be found on page 4.*



### Local Government Meetings

As part of the engagement process, representatives from Trail Operations met with Mayors, Councilors, Chief Administrative Officers and staff of the following local governments:

- City of Castlegar, Monday, November 1, 2021
- Regional District Kootenay Boundary East End Services Committee, Tuesday, November 16, 2021

*Key themes from the local government meetings can be found on page 5.*



### Feedback Form and Submissions

Engagement materials were available online. Feedback forms were submitted in hardcopy and online at [teck.com/engagetrail](https://teck.com/engagetrail).

Submissions were also received by email and mail.

*Results from the feedback form and submissions can be found starting on page 6.*



## 3. What We Heard

### Summary

During our 2021 community engagement, we heard participants wanted to know more and provide feedback about a number of items related to Trail Operations, including:

- Sustainability initiatives that Teck is pursuing both corporately and at Trail Operations, including lowering greenhouse gas emissions;
- Teck’s community investment initiatives, with participants expressing appreciation for existing initiatives and encouraging further contributions to the community; and,
- Trail Operations’ plans for remediation to address impacts associated with historical emissions and plans for tree planting and vegetation enhancement in the area.

### Virtual Small Group Community Meetings – Key Themes

The following are key themes from the discussions that occurred at the small group community meetings:

#### Tuesday, October 5, 2021, 1:00 – 2:30 pm

- Participants were interested in learning about environmental sustainability initiatives, both corporately and at Trail Operations.
- Community members wanted to learn about progress in innovation, exploration and expansion of the business to secure long-term viability of Trail Operations.
- There were questions regarding Trail Operations’ plans for recycling materials, including lithium-ion batteries from electric vehicles.
- Participants asked questions related to the workforce and job security for Trail Operations’ employees as the industry becomes increasingly automated and diversity of the workforce.

#### Tuesday, October 5, 2021, 6:00 – 7:30 pm

- Participants commended the environmental and vegetation improvements and expressed interest in learning about environmental sustainability initiatives, including wastewater capture. Participants noted that Trail Operations should continue to engage with and speak to the community about this work.

- Community members expressed gratitude for Teck’s community investment initiatives and encouraged further contributions to the community and to continue to share information about its contributions to improve its reputation within the community and beyond.
- There were also questions about plans for recycling materials, including batteries from electric vehicles.

#### Wednesday, October 6, 2021, 10:00 – 11:30 am

- Participants were interested in Teck’s involvement in plans for tree planting and vegetation enhancements in the area.
- Community members wanted to learn more about the environmental sustainability initiatives that Teck is pursuing, including its plans for decarbonization.
- Questions were asked about Trail Operations’ plans for remediation, including addressing impacts caused by historic emissions.

## Local Government Meetings – Key Themes

The following are key themes from the discussions that occurred at the presentations to local governments:

### City of Castlegar, Monday, November 1, 2021

- Participants were interested in learning about the sustainability initiatives that Teck is pursuing, both corporately and in Trail, including a question about the Clean Energy Act, how Trail is adapting to meet the requirements and in what timeframe.
- Council members asked about Teck's plans for recycling materials, including batteries from electric vehicles.
- Participants asked about the number of employees at Trail Operations and how many are from Castlegar.
- Interest was also expressed in learning about community investment initiatives and opportunities for Teck to work with Castlegar on projects, including:
  - Questions about Trail Operations' process for coordinating sponsorships and community investment; and,
  - Discussion about the upgrades at Millennium Park as a sponsorship opportunity.

## Regional District Kootenay Boundary East End Services Committee, Saturday, November 6, 2021

- Participants were interested in learning more about environmental improvements undertaken by Trail Operations.
- Committee members were happy to see further products being investigated for long term viability, including cobalt, and the possibility of recycling lithium-ion batteries from electric vehicles.
- The committee asked about Trail Operations potentially supporting a proposed Kootenay Boundary Fire Rescue Regional Training Facility in the Trail area.



## Feedback Forms

The following are the results from the 26 feedback forms.

It should be noted that not all respondents answered every question. The number of people responding to each question ranged from 14 to 17.

### Our People

Teck provides many opportunities for employees to improve their skills and build their careers, including:

- training opportunities to maintain a trained and competent workforce;
- building technical skills to better support a more automated workplace; and,
- an apprenticeship training program to develop skilled trades from within our employee base.

#### 1. Are there other skills training and career development initiatives that you would like us to consider?

Themes	Mentions
Provide training, education and apprenticeship opportunities to current employees, including training in leadership, management, conflict resolution and statistical analysis	29%
Support for the skills training and career development initiatives described, including work with local educational institutions	21%
Suggestions for personnel changes in operational management roles or improvements to management approaches	21%
Suggestions for changes to the skills training and career development initiatives, including offering the program to high school students, encouraging and supporting training for higher skilled jobs in addition to trades, and changing the location of the Selkirk College Plant Operator course from Nelson to Trail	21%
Suggestion to expand the workforce and hire more people	7%
Comment about improving environmentally sustainable practices	7%

### Environment and Community

#### 2. Following our current environmental and vegetative enhancements around the Trail Operations site, are there any environmental or community-related initiatives that you would like us to consider?

Themes	Mentions
Suggested initiatives to address historic environmental impacts on site, as well as in the community, including a suggestion to expand the soil remediation program	37%
Support for the environmental and vegetative enhancements described	26%
Suggested additional vegetative enhancements, including removing underbrush, invasive plants and dead vegetation to support forest fire mitigation, watering existing plants and trees, adding specific plants, and procuring a landscape architect	26%



Themes	Mentions
Suggestions for community-related initiatives, including expanding information sharing and engagement opportunities for the community to provide feedback on environmental and community initiatives, endorsing a more family-like relationship with employees and the community and supporting the drug and homelessness problems in the community	21%
Support for the noise mitigation initiatives described, including a suggestion to set up noise monitoring at neighbouring homes	11%
Suggestion to implement wildlife fencing on Highway 22 to prevent animals being struck by vehicles	5%

### Long-Term Viability

#### 3. We are proud to have been a part of the community for 125 years and are committed to the long-term future of Trail Operations. What are we doing well? Are there any areas you would like to see additional focus or priority?

Themes	Mentions
Support for Teck’s engagement with the community, contributions to the viability and prosperity of the area, and financial support to community groups and facilities	35%
Comments about the importance of communicating clearly to employees and the community about the history of Trail Operations, contributions to the community and what Teck is doing to ensure long-term viability	18%
Invest in operations and expand mechanisms of profitability and diversity of products, including copper, energy, green technologies, and supporting the growth of businesses in Trail that could use company by-products	18%
Suggestions for improving the City of Trail’s reputation to outsiders, including addressing the stigma attached to the smelter, further vegetation improvements and remediation, providing a plant tour, improved signage and making aesthetic improvements to the operations such as cleaning or painting	18%
Comment about Teck contributing to pollution	6%
Support for environmental improvements	6%
Comment about speeding up innovation and capability improvements	6%
Comment about how Trail Operations staff were not well represented at a local National Day for Truth and Reconciliation ceremony	6%

## Future Engagement Topics

### 4. Are there any specific topics that you would like to see covered in future engagement?

Themes	Mentions
Environmental initiatives, including carbon capture, remediation efforts, improvements to soil, groundwater and water quality, and a request for more information about Teck’s Warfield Fertilizer Operations and its emissions	36%
Comments about the importance of communicating clearly to the community what Teck is doing to ensure long-term viability	21%
Innovation and how Trail will be a leader in innovation	14%
Investments in the community, including suggestions to support local initiatives related to mental health and that Teck be involved in the revitalization of downtown Trail	14%
Suggestions for future engagement activities, including ensuring broad representation from different sectors of the community in the small-group meetings, involving property owners in environmental decisions and, not only reporting out on the Operations’ successes, but also on the areas of concern or improvement	14%
Comment about Teck contributing to pollution	7%

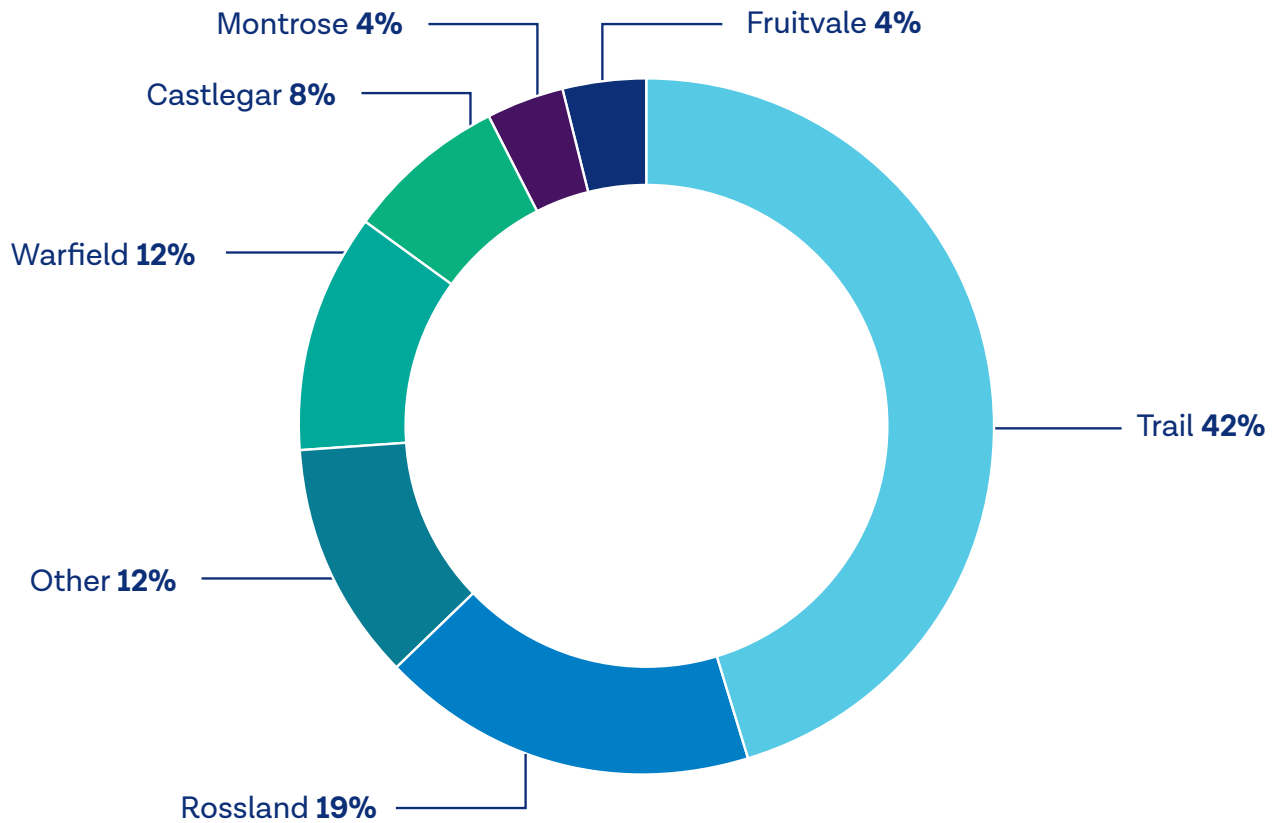
### Additional comments

#### 5. Please provide any additional comments you may have regarding Teck Trail Operations:

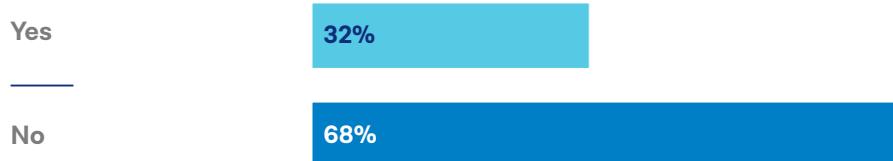
Themes
Appreciation for Teck’s contributions to the viability and prosperity of the area and financial support to community groups and facilities
Specific suggestions for community investment and sponsorships, including development of lands in the Casino area, a land donation near the airport and sponsorship of a major sporting event
Comments about the need to invest in Trail Operations and expand mechanisms of profitability, including embracing the circular economy and a comment about the sale of the Waneta Dam being a mistake
Support and appreciation for Teck’s work to protect the environment
Comments expressing concern about the environmental impact of Trail Operations
Interest in learning about the Warfield Fertilizer Operations and its related emissions and noise
Comment about improving work culture
Inquiry about a historical Warfield Operations insignia that had been covered up
Complaint about noise

## 6. Tell us about you (optional)

### Where do you live?



### Are you a Teck employee?



## Submissions

The following are the results from the two submissions.

### Themes

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Complaint about increased light pollution, possibly as a result of the two new acid plants

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Suggestions for community engagement methods, including digital materials to teach the community about activities at Trail Operations

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## 4. How Will Input Be Used

We appreciate the time and effort members of the community took to participate in this engagement process and to provide thoughtful feedback. Input received during the engagement process will be considered throughout our strategic planning at Trail Operations. It will also help inform our community engagement plans in 2022 and beyond.

We also received input related to our current operations and impacts members of the community are experiencing today. We are currently reviewing this input in an effort to understand and address feedback where possible.

Below are a few examples of how we're addressing topics of interest to engagement participants. For more information about the engagement and how we are connecting with the Trail community, please email us at [engagetrail@teck.com](mailto:engagetrail@teck.com).

### Sustainability

Residents have told us they're interested in learning more about the sustainability initiatives that Teck is pursuing both corporately and at Trail Operations. Teck recently announced an expansion of our company-wide climate action strategy, including setting new short-term goals to achieve net-zero Scope 2 (purchased electricity) greenhouse gas emissions by 2025 and an ambition to achieve net-zero Scope 3 (value chain) emissions by 2050. These new goals build on our existing commitments to be carbon neutral across our operations by 2050.

Trail Operations is starting from a good position in the journey to net-zero. With a supply of hydroelectric power and efficient heat recovery within the integrated operations, Trail Operations is already at approximately one-tenth of the industry average for carbon intensity. However, more work is required to achieve net-zero, and we are actively investigating a wide range of options to reduce carbon dioxide emissions. These efforts will include further improving the efficiency of our existing operations and adopting alternative technologies to reduce the use of fossil fuels. We are also investigating Carbon Capture Utilization and Storage (CCUS) to capture the residual carbon dioxide that is an unavoidable product of the metallurgical processes.

Residents also wanted to know about our role in battery recycling as part of the circular economy. Currently, Trail Operations supports responsible production through Urban Materials Recovery, including the recycling of lead acid batteries. Lead-based batteries supply over 70% of the world's rechargeable battery needs, key to a low carbon future.

Proper recycling and disposal of batteries is needed alongside increased battery use. At Trail Operations, recycling programs for lead batteries, zinc alkaline batteries and cathode ray tube (CRT) glass used in old television screens helps to address this challenge. In 2021, these programs safely and sustainably recycled over 39,700 tonnes of materials, including 35,000 tonnes of lead batteries, 4,200 tonnes of CRT glass and 500 tonnes of zinc alkaline batteries.

Since 1982, when Trail Operations first started recycling lead batteries, we have safely and sustainably helped keep hundreds of thousands of tonnes of metal in use. During the recycling process, more than 99% of the lead processed through our KIVCET furnace is recovered. The program helps extend the lifecycle of valuable materials while minimizing environmental impacts.



## Biodiversity

Teck's Sustainability Strategy highlights biodiversity and reclamation, one of eight strategic themes including: health and safety, climate change, our people, water, communities and Indigenous Peoples, and responsible production. Biodiversity refers to the variety of life on earth, from plants and animals to microorganisms, as well as the communities they form and the habitats where they live. Teck's strategic priority is to work toward securing a net-positive impact on biodiversity in areas where we operate.

At Trail Operations, we have been working toward this long-term priority for the Lower Columbia valley where historical operations have impacted biodiversity. This includes a comprehensive land management approach designed to protect, restore and enhance the ecological values of Teck's extensive private land holdings and the development of the Lower Columbia Ecosystem Management Program (LCEMP).

LCEMP is a collaborative approach to assess, rehabilitate, monitor, conserve and enhance wildland ecosystems in the Lower Columbia. It is overseen by a Steering Committee that includes participation by BC Ministry of Environment and Climate Change Strategy, Ministry of Forests, Lands, Natural Resource Operations and Rural Development, local Regional Districts (Kootenay Boundary and Central Kootenay), the Kootenay Conservation Program, and the Columbia Region Fish and Wildlife Compensation Program, as well as Teck and its consultants.

Community consultation is an important aspect of advancing biodiversity management planning at Trail Operations and there will be opportunities for residents to provide input in the future.



## Air Quality and Soil Management

Since 1990, Trail Operations has been an active member of the Trail Area Health and Environment Committee (THEC), which is a partnership among the local community, Teck, Interior Health and the BC Ministry of Environment and Climate Change Strategy, which oversees the Trail Area Health and Environment Program (THEP). In partnership with the THEP, we continue to focus on improving our environmental performance and working with the community to improve our community air quality.

Through key investments and operational improvements, Trail Operations has achieved consistently lower levels of lead in air in the community, and our Fugitive Dust Program has led to an 80% reduction since 2012. In 2021, we focused on improving operational controls on site and, as a result, we achieved the best air quality ever. We are researching new ways to reduce fugitive dust leaving our site, including the modeling of site winds to inform placement of additional wind fencing and a streamlined material handling approach to reduce the number of handling steps.

While we capture more than 99% of sulphur from our processes, we also continue to focus on lower targets for sulphur dioxide emissions. With multi-million-dollar projects underway, by mid-2023, we expect to reduce sulphur dioxide emissions to about half of the 2017 levels.

Soil Management is another aspect of the THEP. For most people, the risks are low. Bare soils may increase exposure to metals, especially to young children who are the most vulnerable to the effects of lead. Soil management includes soil testing and, in qualifying yards, replacement of soil or improvements to ground cover on a prioritized basis. Yard remediation activities began in 2008 and, to date, soil replacement has been completed on more than 320 yards and a further 500 properties have received ground cover improvements.

Find out more information online [thep.ca/](https://thep.ca/)

## Buffer Vegetation Enhancement

In 2021, Trail Operations began work on a buffer vegetation project. Last year in residential Tadanac, we planted over one thousand trees and seedlings, including 42 large mature trees to enhance the buffer between Trail Operations and the Tadanac neighbourhood. In 2022, our objective is to plant more trees at our Warfield Operations. We will also work to fill in gaps in the Tadanac buffer and monitor progress.

## Community Investment

Teck is committed to helping build resilient, thriving communities through our Community Investment funding. Engaging with community organizations who continued to be on the frontline of the COVID-19 pandemic was the focus of Trail Operations' 2021 Community Investment program. Through these efforts, \$121,500 was donated to organizations supporting the most vulnerable members of our local communities or direct pandemic response. Additionally, \$368,492 was invested to assist health and wellness, education and scholarships, economic development, environmental initiatives, arts and culture, sports and recreation, Christmas season supports and community development projects.

Community Investment requests may be submitted through [sponsorships@teck.com](mailto:sponsorships@teck.com) or [teck.com](https://www.teck.com).

