

Community Open House Meeting Summary

February 5th, 2026

17:00hrs

Dear valued neighbours,

First of all, **thank you very very much for attending** the Open House event. WE truly appreciated hearing from everyone as we try to get to the bottom of the odour issue and hence resolve it permanently.

As promised here is a meeting recap along with important updates.

Meeting recap points and updates

- A. Opta started by providing general clarity about Opta Glass operations. WE do not make or melt glass. WE are not an incinerator. WE dry blue box household recycled glass only, at relative low temperatures. The process was reviewed with everyone on Thursday, including a show and tell with samples of each step in our process.
- B. WE do regular odour surveys in the community and don't smell an odour as generally described by the complaints. This is not to say there is not an unpleasant odour but more that we need some nose calibration (so we can source and eliminate appropriately).
- C. Because we had not heard directly (as we always prefer), we had no way to understand and connect to the described odours. One neighbour had tried to contact us, and the message was incorrectly transferred by an Opta employee. WE are very sorry for this and are correcting the situation. Opta called the meeting for this purpose, to invite you, our neighbours over so that we could get a handle on what was being described in the immediate vicinity of the plant and hence how we could connect to our process conditions (and henceforth engineer a proper correction).
- D. WE now have a direct hotline that people can call when they smell the odour (**782-312-2743**) and we report this to the MOE every time. Or even better we asked people to call Craig directly (289-442-2736) or email at craig.szabo@opta-group.com if during normal work hours and we would come right over (availability notwithstanding). We will post this hotline number on our gate too with a new sign.
- E. This first direct contact happened Friday February 6th so we went over to Robson Rd near the nursery and the odour we smelt was the odour we believed it to be, the one we smell at the plant on occasion and the odour we have detected at times at various locations in the community (*wind direction dependent*). This was very encouraging as it helps resolve the issue much quicker ...

F. While odours are very subjective, this odour we now believe people are smelling is the dryer discharge which to us we characterize as an overcooked burnt tortilla smell (household food waste as ketchup, pickle juice, etc that is given off with the steam that exits the stack – water evaporating from the surface of the glass) . WE recognize that people will associate smells differently, react to smells differently and use terms they know (this is what was confusing us per points above). For clarity we reiterated at the meeting that we don't use any chemicals, and we don't heat up anywhere near where you would volatilize plastics. Our fluidized bed dryer cannot reach temperatures that provide ability to volatilize plastics.

G. Notwithstanding all the above, **WE recognize fully** that this odour **is not** what Opta wants to be associated with and **we are committed** to eliminate. WE have stack sampling planned (by a qualified third-party expert) for the third week of February which will scientifically qualify the odour and provide for a new dispersion model for stack emissions. (For clarity as well, all exhaust gas passes through a specialty dust collector so there are no fine particulates emitted).

H. WE believe at the moment that the root cause to be a dryer stack that is too short. The new emissions dispersion model will help us re-engineer the stack height so that the odour concentration is properly dispersed and no longer detected at the ring of existing concentration around the plant (or anywhere else for that matter). The good news is that a new stack is not a long, drawn-out equipment upgrade so a solution can be enacted quickly.

WE will send another update when updated information is available.

WE will also plan another meeting in 8 weeks or so.

Please send us a note if anything requires further clarification.

Again, thanks to everyone for their honest feedback and we are now in a better position to resolve.

Kindest as always

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