

Redeem Management System

Document Title: Integrated Management System Policy

Responsibility: Q/E Manager

Approval: CEO



Integrated Management System Policy

Redeem is an innovative global leader providing responsible solutions in the recovery, reuse and resale of electronic products on an international scale with a focus on excellence, service and value.

Redeem's Way...

We cherish the **customer experience**, knowing it's our lifeblood and deserves our very best.

We **measure our performance** every day knowing accountability is our corporate character.

We earn results through **smart and hard work**, knowing entitlement doesn't last.

We **respect the environment**, knowing our work assists in our endeavour to preserve it.

We act **quickly** but decide **thoughtfully** knowing how we steer is as critical as the course we pursue.

We trust each other, knowing **collaboration** and cohesion leads to our best.

We live out **ethics**, knowing our integrity is a beacon in the market.

We believe in **fairness**, knowing we all make mistakes and deserve a **second chance**.

We are **proud** of our work, knowing our services make a **difference to people's lives and our planet**.

In order to achieve this, Redeem has developed an Integrated Management System with aims to meet and exceed the requirements of ISO 9001:2008 and ISO 14001:2004. This system includes procedures for assessing aspects and impacts and identifying quality processes, for controlling these and for monitoring performance. The system also includes procedures for monitoring, auditing and reviewing the company's performance and for communicating information internally and externally.

Redeem are committed to:

- Safeguarding the consistently high quality of our products and services, both today and in the future
- Striving for customer satisfaction by meeting and exceeding customer expectations and requirements
- Ensuring that our clients are offered the best feasible environmental option for the disposal of their used electronic equipment
- Ensuring our recycling activities reflect our commitment to social as well as environmental responsibilities
- Preventing and minimising pollution where practicable while increasing positive environmental impacts
- Meeting and exceeding requirements for compliance with relevant legislation, codes of practice and other guidance to which we subscribe
- Continual improvement
- Developing and reviewing quality and environmental objectives and targets
- Complying with the management system requirements and continually improve its effectiveness

This policy has been communicated to all employees and personnel working on behalf of the company and is available to all interested parties through request or on our website.

Signed

Curt Hopkins
CEO

28th June 2011