

M RLG QM-EM Policy Statement

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RLG QUALITY AND ENVIRONMENTAL POLICY STATEMENT

Reverse Logistics Group is committed to providing high-quality services while safeguarding the environment. We recognize that the implementation and maintenance of our Quality and Environmental Management System is essential to achieve this commitment. As such, we have established a Quality & Environmental Management System (QM-EM System) in accordance with the requirements of ISO 14001:2015 and ISO 9001:2015 standards.

Quality Policy

We are dedicated to delivering products and services that consistently meet or exceed our customers' expectations. Our quality management system (QMS) is designed to:

- **Ensure Customer Satisfaction:** By understanding and meeting the needs and expectations of our customers.
- **Continuous Improvement:** By regularly reviewing our processes, identifying areas for improvement, and implementing effective solutions.
- **Employee Engagement:** By fostering a culture of quality and excellence, ensuring that all employees are trained, competent, and empowered to contribute to the QMS.
- **Compliance:** By adhering to all applicable legal, regulatory, and contractual requirements.

Environmental Policy

We recognize our responsibility to minimize our environmental impact and are committed to sustainable business practices. Our environmental management system (EMS) is structured to:

- **Reduce Environmental Impact:** By mitigating greenhouse emissions, emphasizing energy efficiency and renewable energy adoption, and promoting the efficient use of resources.
- **Sustainable Practices:** Promote sustainable practices within our operations and across our supply chain.
- **Continuous Monitoring:** Regularly monitor and assess our environmental performance and set objectives for continuous improvement.
- **Compliance:** Comply with all relevant environmental legislation and other requirements
- **Reporting:** Report our sustainability performance transparently and accurately

Commitment to Integrated Management

At Reverse Logistics Group, we integrate our quality and environmental objectives into a cohesive management system that aligns with our strategic direction. Our commitment includes:

- **Leadership:** Providing strong leadership and ensuring that quality and environmental management are integral parts of our business strategy.
- **Stakeholder Engagement:** Collaborating with customers, suppliers, employees, and other stakeholders to promote sustainable and high-quality outcomes.
- **Transparency:** Communicating our policies and performance openly and transparently to all stakeholders.

By adhering to these principles, Reverse Logistics Group strives to be a leader in quality and environmental management, continuously enhancing our systems to deliver outstanding value to our customers and protect our planet.

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