

## **Integrated Quality and Environmental Policy**

ICT Reverse is an accredited asset management company, specialising in the secure erasure of data bearing assets and the reuse, parts harvesting, recycling or safe destruction of redundant IT/communications equipment and mobile phones.

ICT Reverse recognises that there is a direct correlation between business, quality and environmental performance. The continuing success of our company depends on the ability of all ICT Reverse people to deliver total satisfaction to every customer. Additionally, ICT Reverse wishes to contribute to local, national and international environmental progress.

Being a service company means that ICT Reverse's environmental impacts are limited, but we recognise that the issues of waste electronic equipment, packaging, energy, paper (and other resource), consumption and transport need to be addressed. ICT Reverse are also committed to influencing environmental performance through our supply chain.

It is, therefore, ICT Reverse's policy to:

- Maintain high standards of quality and environmental performance in all aspects of our activities;
- Conserve utilities (ie water, electric, gas, waste, transport impacts) and review carbon emissions;
- Meet these standards with technical competence combined with objectivity and integrity;
- Place emphasis on training, experience, reliability, health and safety, social equality, the prevention of pollution and quality of life;
- Seek continual improvement in all areas;
- Provide services that conform to (and wherever possible exceed) legislative, contractual and jurisdictional requirements;
- Identify and reduce pollution, emissions or anything which may cause damage to the environment;
- Act with professionalism and responsibility, whilst seeking to inform, influence and encourage participation from our stakeholders;
- Provide our people with the opportunity for personal development and satisfying careers;
- Maintain an effective and efficient Integrated Management System, operated in accordance with the requirements of the appropriate standards, including those for Quality, Environment and Information Security (9001, 14001 and 27001)

Our commitment to continual improvement is delivered through our quality and environmental objectives. These are designed to create a culture of quality service that is customer and environmentally focused, with progress being measured by key performance indicators.

Primary responsibility for the ICT Reverse Integrated Management System rests with the Compliance and Management Teams, whilst all staff are responsible for the quality and environmental issues associated with their operations.

These statements are made on the authority of:

**Craig Smith**  
**Managing Director**

### Issue Change/Review Dates

| Issue | Description of Change | Date of Issue |
|-------|-----------------------|---------------|
| v1.0  | Initial Issue         | 09/07/2016    |
| v1.1  | Reviewed              | 21/05/2018    |
| V1.1  | Reviewed              | 05/11/2019    |
| V1.1  | Reviewed              | 07/12/2020    |
| V1.1  | Reviewed              | 18/08/2021    |
| V1.2  | Amended               | 06/09/2022    |
| V1.2  | Reviewed              | 12/09/2023    |