

All Green Recycling Inc. (AGR) is committed to responsible recycling of all materials. We take a proactive and planned management approach to our business based on the Responsible Recycling (R2:2013) standard for industry best practices. Additionally, our management system foundation is structured according to the Recycling Industry Operating Standard (RIOS). RIOS includes generally accepted practices for quality management, environmental protection, and worker health and safety in the recycling industry. We not only subscribe to these standards, we hold ourselves accountable to each through independent audit and certification.

As required by these standards and incorporated into our management system, this information is provided as part of our proactive communication efforts. We respectfully request your cooperation in assisting All Green Recycling with maximizing its goals to promote environmental responsibility and worker health and safety.

**Communication:**

In addition to providing you information, we also value your feedback to help us improve our services. We welcome your comments and feedback at any time. Your first line of communications is through your account manager or salesperson. Occasionally you may be asked to respond to a survey regarding our services. You may also use our website to send comments or complaints.

<http://www.agreenrecyclingcompany.com/contact.html>

**Products:**

All Green Recycling is permitted and capable of handling most electronics and components. However, there are certain items that are not accepted. Please make all efforts not to send this material to any AGR facilities. Should this material be received at one of our locations, we will contact you to make arrangements for return or processing by a qualified vendor with appropriate financial settlements for handling.

**Prohibited Materials:**

- Flammables – any items containing flammable liquids
- Refrigerants – equipment drained of refrigerants are accepted. Certification should be attached to each item certifying the prior removal of refrigerants
- Fluorescent Lamps – not accepted whole, but permitted in equipment such as copiers or LCD's
- Batteries – may be accepted with prior approval when properly packaged for DOT HazMat requirements.
- Firearms or ammunition
- Paints
- Medical Equipment that is exposed to body fluids without proof of sterilization

**Customer Requirements:**

In most cases, signed proposals, contracts, statements of work or similar documentation will be used to facilitate expectations between you and AGR. In the absence of an over-arching agreement, a purchase order or sales order may be used. AGR utilizes a Customer Profile Form to document account level and project level customer requirements. Specific requirements outside the normal scope of processing should be clearly documented. Changes will be documented on a revised customer profile. You may be asked periodically to review your current profile for accuracy. If requirements are changed for a specific order these will be documented with the individual order. Please provide order specific requirements in writing. We want to ensure there is no miscommunication about your expectations.

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**Qualifying Information:**

Please find supporting information attached. AGR maintains standard information to provide customers with the usual information requested. We will make every effort to provide additional information requested. We may request a non-disclosure agreement and/or non-compete agreement to provide proprietary information. Sometimes customers have their own unique forms and they request AGR to complete each. Our audit package is designed to answer most of these questions. We respectfully ask that you accept our audit package in lieu of a customized form asking many of the same questions. Should you require us to complete your form, we may charge a fee for our resources to complete your custom form.

The following information is standard information provided to our customers in an audit package or separately:

- Permits, registrations, and licenses
- Certificate of Insurance
- Process descriptions
- Certifications
- Product flow through downstream processors
- QEH&S Goals
- QEH&S Policy

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## QEH&S Policy

All Green Recycling, Inc. (AGR) is committed to responsible recycling of electronics utilizing a hierarchy of reuse, recycle, dispose strategies internally and through our downstream partners. Our operations will be controlled in a documented and implemented environmental, health and safety management system. AGR leadership will set goals for quality, environmental, and health & safety initiatives to ensure we continually improve our effectiveness. We will communicate information about our Quality, Environmental, and Health & Safety standards with our employees, customers, suppliers, contractors, and the public.

**Compliance:** We are committed to being compliant with all environmental and safety regulations relevant to our operations. Furthermore, we follow industry best practices and abide by our own company commitments on quality, safety, and environmental protection. We are committed to incorporate the requirements of the R2 and RIOS Standards into our everyday culture.

**Environmental Impact:** We are committed to protect the environment through responsible handling of Focus Materials in electronics, both onsite and through our downstream partners. We promote positive environmental impacts to reuse equipment and proactively identify and manage potential negative impacts to prevent pollution.

**Safety:** We are committed to the safety of our workers through identification of hazards and prevention of workplace injuries. We are committed to documenting, implementing, and maintaining an EH&S management system to manage the environmental, health, and safety aspects of our company.

**Quality:** We are committed to customer satisfaction. We will identify and follow individual customer requirements. We will ensure that our products meet our buyers' specifications. We will continue to strive to reduce non-conforming products and communicate acceptable equipment and materials to our customers.

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**Carol A. Jegou**  
Chairman and CEO

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