

Sage Sustainable Electronics

Integrated Management System (IMS) Policy

Approved by the Sage Sustainable Electronics Executive Committee 10/13/2025

We recognize that the stewardship responsibilities associated with our IT lifecycle services are shared, requiring cooperation among and between all those who assume the various roles within the company.

We work together to continuously improve our IT lifecycle services, management systems, and performance, including in the areas of responsible recycling, quality, environment, health & safety, data security, and social responsibility. We strive to implement clear, simple, and consistent processes, and to set purposeful IMS goals and objectives, taking into consideration the aspects and impacts of our business, financial, operational, and legal requirements, as well as the requirements of relevant interested parties.

Through our people, processes, and technology, we commit to:

- Providing best-in-class collection, sorting, data destruction, repurposing, repair, refurbishing, assembly, and recycling services for a wide variety of products, including consumer electronics and phones.
- Prioritizing reuse of used electronic equipment, and then, if necessary, following a refurbishment, recovery, disposal hierarchy for its end-of-life, while adhering to the highest possible standards of reuse and recycling excellence.
- Only allowing the Transboundary Movement (“exports”) of Hazardous Electronic Waste and other Materials of Concern (“Focus Materials”) in compliance with relevant laws, treaties, and agreements, and with our applicable certifications.
- Managing Focus Materials and Waste Streams at our facilities and throughout our recycling chain to final disposition with due diligence to protect the environment, including maintaining a zero tolerance for Focus Materials entering a landfill as an end-of-life policy,
- Identifying the needs and expectations of our interested parties, and determining which of these needs and expectations become compliance obligations.
- Understanding and meeting all compliance obligations, including customer and certification standard requirements, and evaluating these obligations on a regular basis.
- Recognizing and achieving the expectations of our stakeholders on a continual basis, including those of our customers and our staff.
- Educating our staff in the needs and obligations of data security, environmental, health and safety, and quality management.
- Achieving continuous improvement through the establishment and monitoring of meaningful objectives and targets and ongoing evaluation of our Integrated Management System.
- Protecting the environment, including prevention of pollution and the prevention of injury and ill health for all our interested parties.
- Eliminating hazards and reducing our Occupational Health and Safety (OH&S) risk while promoting a conscientious safety culture, with the active consultation and participation of our workers.
- Providing clean, safe facilities that meet or exceed regulatory requirements, as well as implementing appropriate OH&S best practices.
- Advancing a culture of data security by communicating with customers, staff, and other interested parties regarding potential issues, and addressing all data security and privacy requirements through secure destruction of data and data-containing devices, taking into consideration industry best practices, and regularly assessing and mitigating associated risks.
- Following social responsibility practices consistent with the principles of SA8000, including the prohibition of prison, forced, or child labor in our facilities and our recycling chain.
- Providing a workplace free from harassment and discrimination, with fair and equal treatment for all workers, and promoting awareness of this policy for all our employees on a regular basis.
- Reviewing and revising our policies as necessary to ensure they remain suitable and appropriate.
- Communicating and advocating these policies throughout our company, as well as to our customers, our suppliers, the public, and our interested parties.