



Close the Loop
TAKE BACK + RECOVER + REUSE

Document Management System

Global CtL Quality Policy Statement

Policy Statement

Close the Loop (CtL) specialises in the post-consumer recovery and recycling of imaging consumables. CtL maintains a zero waste to landfill policy with a focus on providing the best quality output streams and working towards achieving a sustainable circular economy while maintaining best practice for responsible environmental management and the health and safety of employees and stakeholders.

CtL is focused on cost effective and environmentally responsible resource recovery in partnership with our expanding client base.

CtL has and continues to develop and deliver resource recovery processes and services to achieve a zero waste to landfill outcome and a level of service quality that exceeds our clients' expectations and sets the standard in the marketplace for innovation and environmental awareness.

Our Company is committed to achieving excellence in business with a strategy focused on its financial, environmental, and social responsibilities.

Objectives

CtL commits to:

- Ensuring that the framework and commitment for setting and reviewing quality objectives and targets are realised.
- Demonstrate via external verification, compliance with external industry standards applicable to each operating region. Standards include ISO 9001, ISO 14001, ISO 45001 and R2 (US and Australia only).
- Maintain a management system consistent with the requirements of the International Standard for Quality Management Systems (ISO 9001) with a key focus on continual improvement.
- Expanding our collection programs and achieving growth of product collected and/or processed.
- Maintain and continuously improve a management system consistent with the requirements of the International Standards for Quality Management Systems: ISO 9001.
- Resource recovery from collected products transformed into saleable product components to secondary industrial users or for our own product manufacturing.
- Research and development of problem output streams to achieve innovative solutions for product use.

Responsibilities

Top Management is accountable for implementing this policy in their area of responsibility.

Management is focused on providing a forum for ideas and innovation and continuous improvement. This is achieved by adhering to the following principles:

- **Customer focus** – the success of our business is dependent on our customers. We will understand their current and future needs by regular face to face meetings and customer satisfaction surveys.



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- **Leadership** – our leaders will establish unity of purpose and direction within CtL through direct communication with our people and through employee development programs and management leadership and development programs.
- **Continual improvement** – we will continually strive to improve our processes, products and services with employee development and training and the implementation of lean manufacturing partners.
- **Legal obligations** – we will ensure continuing compliance with all applicable legislative requirements via dialogue and cooperation with statutory bodies such as WorkSafe (Australia), the Commonwealth of Kentucky (US) and the EPA (Australia and the US).

Application of the Policy

This Policy is applicable to all CtL operations and functions, including where employees are required to work off site.

Marc Lichtenstein
Joint CEO

Tom Ogonek
Joint CEO