

# CORPORATE SOCIAL RESPONSIBILITY & INTEGRATED MANAGEMENT SYSTEM POLICY

Environment | Quality | Information Security  
Responsible Refurbishment & Recycling | Occupational & Health Safety

RECOMMERCE GROUP, an actor engaged in the Circular Economy, deploys its CSR approach through its Integrated Management System (IMS) in different areas : Environment, Quality, Refurbishment and Responsible Recycling, Information Security and Occupational Health and Safety. The continuous improvement of this system is part of the Group's orientation, defined by the following strategic lines :

- Becoming the leading brand of refurbished smartphones and electronic equipment distribution in France and overseas.
- Maintaining its leadership in the second-hand smartphone and electronic equipment buyback activity.
- Further innovating to develop employment and jobs positions related to refurbishment.

To fulfill this strategy, RECOMMERCE GROUP deploys its Corporate Social Responsible approach as follows:

- To satisfy and anticipate customers needs;
- To fight against digital pollution and to manage the environmental impact of products and services;
- To guarantee a responsible supply chain;
- To guarantee the quality of products and services;
- To secure the Information System and protect personal data;
- To provide a quality of life at work, focused on on the health and safety of our collaborators;
- To move forward with regulations and promote regulatory and legal change.

To steer the implementation of this strategy, RECOMMERCE aims to achieve the following objectives:

**Environment:**

- Encouraging the refurbishment of used products within a Circular Economy;
- Evaluating and promoting refurbishment impacts in terms of CO2 emission and raw materials extraction;
- Integrating a life-cycle analysis logic for products and services;
- Managing resources consumption, sorting and recycling office and premises waste;
- Reducing our greenhouse gas emissions.

**Refurbishment & Responsible Recycling:**

- Controlling electronic waste in compliance with the applicable regulations and in view of metal recycling;
- Ensuring the respect of contractual and regulatory requirements with our suppliers (environment, health and information security);
- Participating in societal changes with our public affairs strategy to take part in regulations and institutions evolution.

**Quality:**

- Increasing customer satisfaction and measuring it regularly;
- Monitoring and reducing the malfunction rate of refurbished products;
- Reducing non-conformities related to our service providers, following audits.

**Occupational Health and Safety:**

- Ensuring the health and security of our collaborators and improving the quality of working conditions on a regular basis ;
- Developing human capital and promoting regular training.

**Information Security :**

- Ensuring compliance with the personal data erasing procedure for collected and refurbished smartphones and equipments,
- **Ensuring the security of our information system through the security of our infrastructure and our development phases,**
- Auditing the information system to identify the technical and organizational measures necessary to maintain the availability, integrity and confidentiality of data,
- Anticipating business and service continuity in case of exceptional and/or unexpected events

**Ethics and Due Diligence :**

- Preventing, evaluating and managing the different risks of corruption
- Raising awareness of corruption risks internally
- Preventing, assessing and controlling social, environmental and governance risks that may impact our service providers (subcontractors and suppliers)

The Integrated Management System (IMS) Strategy is reflected through the implication of all RECOMMERCE GROUP processes and through rating our internally-monitored achievement of objectives. Internal and external audits, as well as Management Reviews, allow to verify : the rightful application of this policy, the effectiveness of the IMS to be assessed and the necessary actions for continuous improvement to be deduced. For the implementation of this policy, resources have been allocated to enable the deployment of an internal organization under the General Secretary's responsibility, who is the Head of Corporate Social Responsibility in charge of the implementation of the Sustainable Development strategy & the Integrated Management System.

Gentilly, the 25th of January 2023

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Chairman


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