



# About Redeem

With over 80 million devices processed to date Redeem Group is an award winning market leader in mobile phone recommerce and recycling for MNO's and corporate organisations throughout Europe. Our main aim is to extend the life cycle of electronic equipment through recovery and reuse, this decreases the demand for new equipment to be produced, reduces potential landfill waste and also avoids the refining/recycling process, saving energy and resources.

Our recommerce solutions are tailored for each business and regardless of size we have a certified recycling solution to meet your needs.

We currently operate in the UK, Ireland, Sweden, Italy, France, Germany, Switzerland, Finland, Poland, Holland, Belgium, Norway, Denmark, Portugal and Spain. We have also recently expanded our offering into the Middle East, replicating our European model to help us achieve our mission of being a global leader.

## Company Facts

- We have recycled over 80 million devices to date which are redirected to areas of need, extending their life cycle
- Currently 50% growth rate year on year
- Our service is offered to over 100,000 customers in 16 nations world-wide
- We are gold partners of Blancco the worldwide leading certified data erasure system
- We are an Approved Authorised Treatment Facility (AATF)
- All our services meet the WEEE directive
- UNICEF corporate partners

## Our Services

Redeem Group has over 20 years' experience providing fully comprehensive, innovative trade in, recommerce and stock disposal solutions for businesses world-wide, specialising in mobile phone and laptop reuse. All our services help eliminate any potential risk in WEEE recycling, protecting organisations data and the environment whilst complying with government legislation.

- Multichannel solutions for Mobile Network Operators
- Industry leading data wiping (Blancco gold partner)
- Remanufacture and value add
- Consumer and corporate buy back solutions
- Increased conversion at POS
- In house technical service centre
- Online asset management reporting
- Transparent asset audit trail
- Dedicated personal account manager

## Our Services (continued)

- Full WEEE compliance
- Fulfil your Corporate Social Responsibility requirements
- Payment to your business or chosen charity (UNICEF corporate partner)

## Multichannel Solutions for Mobile Network Operators

- The Redeem Group is an internationally experience partner operating in multiple territories and managing some of the largest international trade in programmes for Mobile Network Operators
- We offer solutions for all business channels – Online, Retail, Call Centre, Corporate and Mobile.
- Our systems and processes are tried and tested enabling us to implement campaigns quickly with limited integration
- We are extremely competitive and offer a service customers value and trust
- We are a company that is continually evolving and offering new products and services

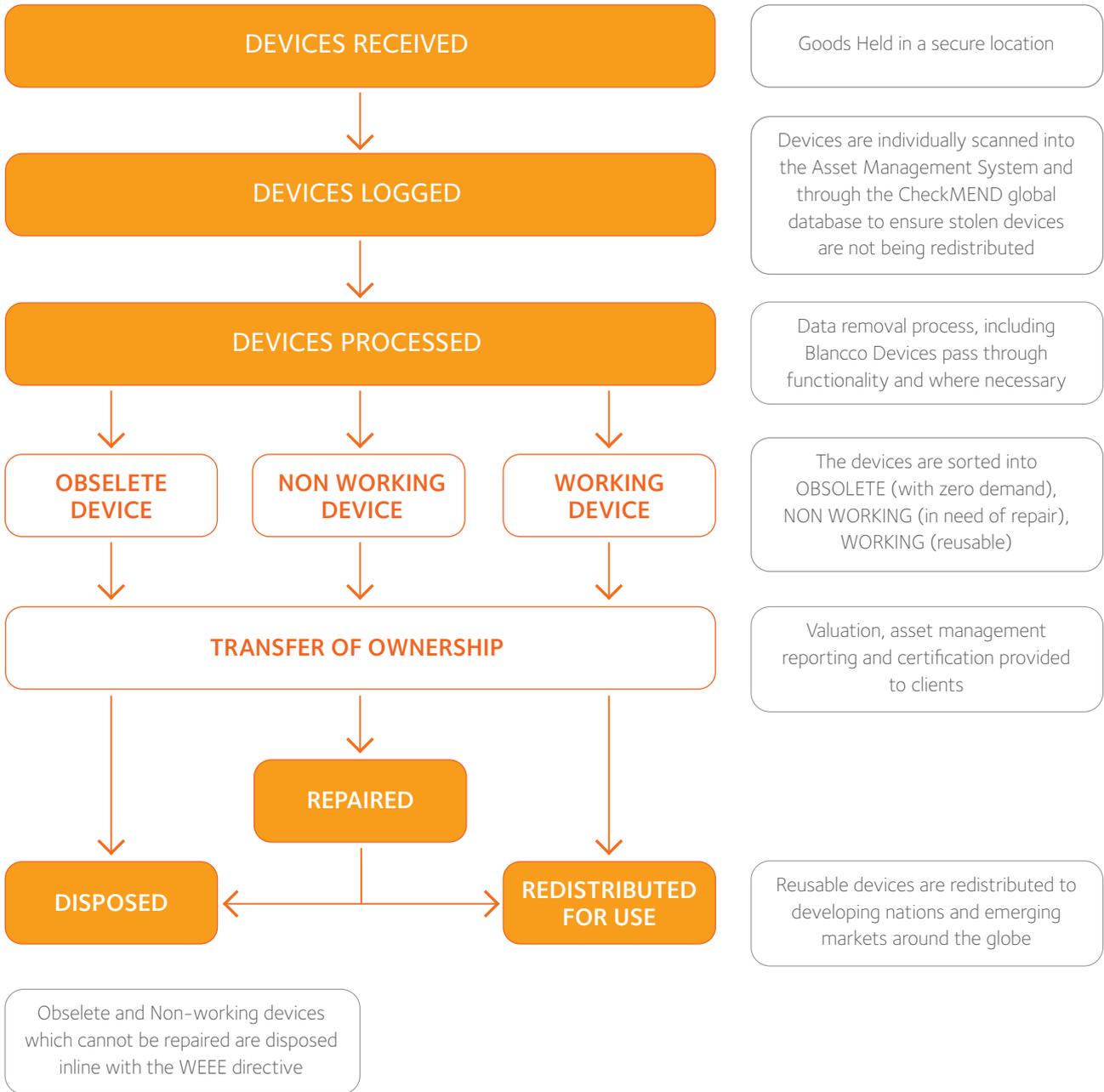
## Corporate Recycling Made Simple

- Data security
- Full WEEE compliance
- Grade and price evaluation
- Profitably analysis
- Marketing campaigns to push refurb sales
- Live chant to support refurb outlet sales
- Management of online consumer reviews and returns
- Full retail support to push refurb product through stores.

All our recycling for business services are fully accredited and it is our commitment to comply with all European recycling regulations (WEEE directive). Businesses will be provided with a personal account manager, who will help with all aspects of their relationship and will work closely with them to develop the perfect end to end recycling solution to meet their business's needs.

Our team of qualified technicians will carry out a fully certified evaluation, including a comprehensive inspection and full data erasure for each device. As an Approved Authorised Treatment Facility (AATF) we are able to treat and repair devices where necessary. Once devices have gone through our fully certified reuse process, they are then re-distributed to emerging markets around the globe.

# Process Flow



## Our Recycling Portfolio

We accept mobile phones and laptops in all conditions whether they are working, non-working or incomplete, as well as any other electronic equipment you no longer use such as tablets and mp3 players.

# Data Erasure

Data security is a crucial element in the recycling process and is already a major concern for organisations. With over 20 years of experience, Redeem Group has market leading data erasure procedures in place to ensure sensitive data such as emails, contacts and images are securely deleted, eliminating any data leak risks.

All devices received are run through a fully comprehensive data erasure process which is carried out by our trained technicians in a secure area.

Full reporting is also provided with our service as proof of successful and complete data erasure, complying with legal auditing requirements and IT security standards, such as ISO27001.

## Blancco Partnership

We are proud gold partners of Blancco, a worldwide certified system and global industry leader in data sanitization of electronic devices. Blancco ensures we can provide our clients with the most certified data erasure procedures in the market today. This program eliminates the risk of inadvertent data leaks by providing the client with maximum security and a fail-proof audit trail.

## Blancco Systems Include:

- HMG Edition - Blancco HMG Software v4.10 permanently wipes all data from a hard disk up to RESTRICTED, CONFIDENTIAL, SECRET and TOP SECRET levels
- Blancco Mobile—fully certified data erasure system designed for smartphones and will ensure all information from the mobile phones memory will be successfully erased.

## On-site Data Erasure

We understand for some organisations it is not prohibited for any redundant electronic devices to leave site due to the data risk, which is why for maximum security we offer a unique, flexible, on-site data erasure service to eliminate any potential data risks comply with company policies and procedures.

Our bespoke service offering ensures we are more than happy to operate around any business needs.

# Corporate Social Responsibility

With over 20 years' experience in the industry our aim is to provide our customers with sustainable, ethical and innovative recycling solutions that work for both businesses and the environment. We have won the best Corporate Social Responsibility at the best business awards, where we were recognised for making a huge difference to the lives of people in some of the poorest communities in the world and making an effort to clean up the environment.

## Meeting the WEEE Directive

Our priority is to recover and reuse as many electronic devices as possible and find the most cost effective and energy efficient method to introduce them back into the market. The Waste Electrical and Electronic Equipment (WEEE) Directive is a European law designed to encourage and regulate the collection, reuse, recycling and recovery of waste electrical and electronic equipment. The WEEE regulations came into force on 1st July 2007, which ensured all organisations electronic devices would have to be reused and recycled in a responsible, compliant way. This prevents waste going to landfill sites where toxins can pollute the surrounding environment.

Redeem Group is appointed as an Approved Authorised Treatment Facility (AATF) through the environment agency. This means we have a environmental permit for the treatment of WEEE. This gives us the ability to work with businesses to provide simple, efficient and environmentally sustainable solutions which not only recover a financial value but fulfil the requirements of the WEEE directive.

## Zero Landfill

To date we have redirected over 80 million devices from global landfill sites by extending the life cycle of the devices we receive. We currently have over 90% recovery and reuse rate, exceeding the 75% target outlined by the UK government. The rest is broken down and recycled responsibly

## Accreditations

It is our priority to ensure that our business activities follow best practice procedures. Standards are important to us and provide our partner companies and clients with a sense of confidence in our commitment to responsible business activities, and internally provide us with the framework for everything we do. Our processes are designed in accordance with the quality standards set by our ISO manuals for quality, environmental management and information security management to ensure best practice is applied throughout.

- ISO 9001 Quality Management System
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management

### Approved Authorised Treatment Facility (AATF)

As an approved AATF, Redeem Group are proud to be part of a nationally approved environmental recycling program. Dedicated to reuse, our services and solutions work in union with the WEEE regulations which form the basis of our global recycling protocol.

### T11 Exemption Certificate

This exemption is required to allow Redeem Group to repair or refurbish various types of WEEE so that this or any dismantled parts can be reused for its original purpose.

### Carbon Zero Company

We all have a carbon footprint in the way we live and work. Whilst we try and reduce our carbon emissions wherever possible, we have taken action to counter the impact of our carbon footprint by supporting a project in Africa to make Redeem Group a "CarbonZero" company.

### Waste Carrier License

Any person or company that wishes to transport waste as part of a commercial activity has been required to register as a Waste Carrier. This certificate confirms that Redeem Group have approval and can ensure legislative compliance with all movements of waste.





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