

# HYLA Policy

HYLA, TN has changed the life cycle of a mobile, electronic device to create a new ecosystem with a TRADE-RESTORE-CONNECT method that reclaims the life of a potential obsolete device and puts it back into the market for continued, extended use. Integral to this new method are the following:

- We are committed to satisfy applicable requirements of customers by receiving and processing within SLAs
- We are committed to satisfy applicable requirements of buyers including providing data wiped product of accurate quantity and quality and delivered within agreed time frames
- We are determined to protect the environment through compliance with all legal and other specific requirements, pollution prevention, and implementation of company-wide sustainability practices.
- We apply a reuse, refurbish, recovery, and disposal hierarchy, where landfill disposal, incineration, and energy recovery are prohibited management practices for used and end of life electronics.
- We promote zero landfill for electronics.
- We are committed to security of user data on devices that are handled by HYLA through effective wiping of data and effective security
- We carefully control Focus Materials by recycling electronics through R2 compliant downstream vendors.
- We are committed to providing safe and healthy working conditions for the prevention of work-related injury and ill health. We are committed to eliminating hazards and reducing risks. We are committed to consultation and participation of workers and their representatives.
- We are committed to continuous improvement in the QSEMS and our EHS performance by monitoring our objectives, data, and evaluation of our management system.
- We implement this policy by communicating it early and often.