

Streamline Technical Services (STS) is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

Our people

STS is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. STS is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Empowerment through training and communication;
3. Individual growth and equal opportunity;
4. Prevention of accidents and incidents;
5. Designing and providing a safe and secure work environment.

Our customers

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Our community and environment

STS is committed to reducing its impact on the environment and preventing pollution whenever possible. To support that commitment, STS will document, implement and maintain an ongoing environmental management system with the goal being compliance to the international standard, ISO 14001:2015, Environmental Management Systems. STS will comply with all applicable environmental, health and safety, and legal and other requirements and standards. STS top management commits to conducting an annual review to ensure compliance with the applicable requirements.

STS will communicate our commitment to environmental responsibility by:

- Including environmental planning in all business strategies and endeavors;
- Soliciting input from our employees, suppliers, customers, and other interested parties in achieving our desired environmental objectives;
- Informing our suppliers of our environmental policy and encouraging them to adopt effective environmental management practices;
- Providing our employees with the necessary training, resources, and support to enable them to implement this policy;
- Educating all employees about their responsibility to protect the environment in their daily work, and how to work in a safe manner;
- Managing used and end of life electronic equipment based on a reuse, refurbishment, recovery, disposal hierarchy;

- Managing Focus Materials throughout the recycling chain to final disposition with due diligence to protect our environment, while adopting a zero-tolerance landfill policy for electronic materials;
- Applying our continual improvement methodologies to ensure we see the desired progress;
- Analyzing, determining root cause, and implementing corrective actions when nonconformances are identified;
- Making our vision, goals, and this policy publicly available to relevant contractors, suppliers, and other interested parties.

Our well being

STS is committed to providing all employees, visitors, and contractors with a safe and healthy work environment. To support that commitment, STS will document, implement and maintain an ongoing occupational health and safety (OH&S) program with the goal being the prevention of accidents, incidents, and ill health in all areas under our control.

To further this goal, STS will strive to comply with all legal and other requirements and standards. STS top management will conduct an annual review to ensure relevancy and compliance with the applicable legal and other requirements and will take appropriate corrective actions when discrepancies are found.

STS has worked hard to develop a culture of continuous improvement, and this applies to our OH&S management system programs as well. Risk assessments will be carried out on an on-going basis, and will involve soliciting input from the employees, contractors and other interested parties associated with our activities. Inspections and other evaluations will be periodically scheduled to evaluate the effectiveness and performance of the OH&S programs.

The elimination or reduction of accidents, incidents, and near-misses requires a systematic approach, with participation at all levels of the organization. While managers and supervisors are responsible for enforcing all regulations, procedures, and safe work practices, employees must also accept responsibility for contributing to a safe work environment. All employees, regardless of level, are expected to identify and report hazards and unsafe conditions, injuries and safety incidents, and opportunities for improvement. Through communication, training, and supervision, all individuals will be made aware of their OH&S responsibilities and obligations

Our quality

Streamline Technical Services (STS) is committed to providing high quality, professional and efficient service and products of the highest standards to satisfy customers' needs and expectations of quality, safety, reliability, and service. The STS management team, through leadership and commitment, bears the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System as a component of an overall Integrated Management System. The Management System will be monitored, measured, evaluated and enhanced regularly under the direction of the STS management team, with regular reporting and communication of the status and effectiveness at all levels.

The Management Team will ensure sufficient resources are made available within the organization to achieve this. Through communications, management engagement, leadership-by-example, and appropriate training, STS will ensure that our organizational performance is top quality and is the specified goal of all members of the organization.

STS has long had a policy of promoting continual improvement and setting of quality objectives as expressed in the ISO 9000 series of standards. As the standards have evolved and developed, so has our company. These quality objectives address the risks and opportunities within the organization as determined by the STS Management Team. STS is committed to meeting quality objectives by establishing, implementing, and maintaining a documented Quality Management System which complies with the requirements of ISO 9001, ISO 14001, and ISO 45001.

To achieve our quality objectives, each employee must have proper understanding of the importance of the quality management system, their responsibility to contribute to its effectiveness, and their direct relevance to the success of the organization. Every employee is responsible for and will be trained to perform the duties required by his or her specific role as a member of the STS team. This policy will be communicated to all employees during initial orientation, throughout all levels of the organization, and again annually thereafter, and will be shared with organizations working on our behalf.

RESPONSIBLE BUSINESS ALLIANCE CODE OF CONDUCT

Streamline Technical Services (STS) supports the RESPONSIBLE BUSINESS ALLIANCE CODE OF CONDUCT, and integrates its requirements into our corporate management system. STS is committed to fully complying with the legal and other requirements of the countries in which we operate, and is committed to internationally recognized standards that advance corporate safety and environmental responsibility and business ethics.

STS supports the Code as a total supply chain initiative. We expect our suppliers to share our commitment to social responsibility, business ethics, and integrity, and will require our Tier 1 suppliers to acknowledge, implement, and support the Code. Standards for the following are outlined in the Code:

- Labor: STS is committed to ensuring that all workers in its supply chain are treated fairly, and with dignity and respect.
- Health & Safety: STS recognizes that a safe and healthy work environment improves the quality of products and services, consistency of production, and employee morale.
- Environmental: STS believes social and environmental responsibility are critical elements of operating in today's business world, and will strive to comply with all applicable standards.
- Ethics: STS expects its suppliers, their suppliers, and any 3rd-party elements to uphold the highest standards of ethics in their conduct of business.

The Code is consistent with, and supports STS' compliance to other standards, including but not limited to:

- ISO 9001:2015, Quality Management Systems
- ISO 14001:2015, Environmental Management Systems
- ISO 45001:2018, Occupational Health & Safety Management Systems
- SA8000:2014, Social Accountability

In the event of conflict, STS will apply the stricter of the standards in question.

The complete Code of Conduct can be found at <http://www.responsiblebusiness.org/code-of-conduct/>. This policy will be communicated to all STS employees, contractors, suppliers, and other relevant interested parties. The STS Management Team will ensure periodic reviews are conducted to monitor and evaluate compliance with the Code, and other applicable standards.