

QUALITY POLICY

SCRgroup is Australia's largest unwanted clothing recovery company diverting more than 30 million kilograms of clothing from Australia's landfill, giving them a second life in local and global communities where they are needed most. Our aim is to build and operate a sustainable global reverse logistics supply chain and empower and enable people and organisations to participate in the circular economy.

Management has set quality objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently, and are regularly monitored and recorded. To ensure this, the company has developed and implemented a Quality Management System that complies with the ISO 9001:2015 standard.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

SCRgroup management is committed to:

- ✓ Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems;
- ✓ Documenting and measuring quality objectives through internal audit and management reviews;
- ✓ Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost;
- ✓ Fostering good relationships with clients by effective communications with them and encouraging feedback;
- ✓ Satisfying all applicable requirements;
- ✓ Valuing our people, our most important asset;
- ✓ Ongoing training of staff where required;
- ✓ Ensuring that every employee constantly aims to improve the overall quality of SCRgroup services in line with the requirements of our ISO 9001 Quality Management System.

By adopting this philosophy, the clients of SCRgroup will be assured of an excellent standard of service in accordance their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system in order to maintain its suitability and effectiveness.

A handwritten signature in black ink, appearing to read 'André Samo'.

André Samo

Executive Director - Finance and Operations