

# Quality and Environmental policy

17.3.2023 / 4.0 version

Name of the policy document	Quality and Environmental policy
Policy document level	Policy
Scope	<p>This Policy applies globally to all 3stepIT group organisations, business units and individuals.</p> <p>Compliance with this Policy is mandatory everywhere, with consideration for local legislation.</p>
Roles and responsibilities	<p>Accountable: Chief Operation Officer</p> <p>Responsible: Group QES Manager</p> <p>Informed: All employees</p>
Exceptions	There are generally no exceptions to this Policy. If any exception is needed, separate Group CEO decision is required.
Classification	Public
Version	4.0
Status and approval date	Approved, 17.3.2023
Review schedule	Annually

## Quality and Environmental Policy

3stepIT exists to offer businesses a way to manage their technology that is more efficient and more sustainable. The services we provide are designed to advance the principles of circular economy, where reusing always comes before recycling. Our processes ensure that the opportunities for returned IT-equipment to be reused are maximised and, when that is not possible, that devices are responsibly recycled.

We only work with like-minded partners, and we aim to continually improve customer satisfaction by developing our products and services based on our customers' feedback.

We also strive to become a more sustainable organisation wherever we can. Company-wide processes and procedures for quality and sustainability commit us to continual improvement by setting targets, educating employees, measuring our performance, and communicating it to our stakeholders in an open, honest, and timely manner.

We cooperate closely with local and global organisations and with our customers and other stakeholders. We regularly join initiatives aimed at developing and implementing market best practices and reducing or mitigating the adverse effects of climate change and resource overuse. We expect our suppliers and partners to comply with our quality and sustainability values and want to ensure that they do so. Our aim is to always make sustainable procurement choices when acquiring assets and other goods.

Our management system is based on implementation of ISO 9001:2015 and ISO 14001:2015. We are committed to comply with local laws and regulations wherever we operate. Our environmental management system ensures we pay active attention to the use of raw materials, consumption of energy, prevention of pollution and climate change mitigation.

## Version history

Version	Details of change	Reason for change	Responsible
0	First draft	Separation of Security Policy and content renewal	Team of QE Specialists
1.0	Approval	Approval in Group Leadership Team	26.3.2019 Elina Selin
2.0	Approval	Approval in Group Leadership Team	3.3.2020 Manish Mehta
3.0	Review, no changes in content	Approval in Group Leadership Team	23.3.2022 Manish Mehta
4.0	Statement about sustainable procurement added. Wording slightly updated	Approval in Group Leadership Team	17.3.2023 Manish Mehta