

## Goodwill Computer Works (GWCW) – QEH&S Policy

### QEH&S Policy

#### Scope:

The GWCW Quality Environmental Health & Safety Management System (QEH&SMS) scope covers all of the facility operations and the supporting operations conducted by GWCW Recycling at 6813 Rivers Avenue, N. Charleston, SC 29406. The goal of this QEH&SMS is to develop a set of management processes and practices that enable GWCW to analyze, control, and reduce the quality, environmental, health and safety impacts of its activities and operations and function more efficiently. As part of the QEH&SMS goal we are looking to improve compliance with laws and regulations, reduce any pollution from our operations and our energy consumption and reduce the likelihood of injury and ill health. GWCW is a business who receives donated electronics from resident owners and businesses throughout the low country of South Carolina.

The activities of the employees, contractors, and subcontractors of this facility are subject to the policies and procedures outlined in this QEH&SMS. This QEH&SMS is designed to conform to the ISO 14001:2004, OHSAS 18001:2007, R2:2013 and e-Stewards v1.0 specifications. The Goodwill Management team and ownership are fully behind this QEH&SMS.

The GWCW QEH&SMS is being structured using a "Plan, Do, Check, Act" (PDCA) framework. The "Plan" portion is to set forth targets, objectives, and instructions for how to accomplish tasks. The "Do" is the implementation of the "Plan". This includes operational structure, flow and controls, and emergency preparedness. The "Check" is the actual monitoring of the activities that will lead to corrective action. Checks are made on operational output with the development of a corrective action plan taking place along with training. Records for output and corrective action are also created. The "Act" is the taking of action. Through management involvement, a review is done of all activities, performance, goals and accomplishment of objectives and then taking the steps for improvement. The following are the goals of GWCW:

- **Protect personal data by using data destruction on hard drives donated to GWCW**
- **Reuse electronics and refurbish computers that are donated to GWCW**
- **Recycle electronics/computers that are non usable or at the end of their life cycle**
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- **Quality** – Protect 100% of all data on HDDs donated to Palmetto Goodwill Computer Works monthly
- **Environmental** – Refurbish 10% of all computers donated to Palmetto Goodwill Computer Works monthly
- **Safety & Health** – Eliminate 100% of job related accidents at Palmetto Goodwill Computer Works monthly

This also includes the proper allocation of resources to accomplish the objectives both financial and personnel.

GWCW is committed to managing environmental, health, and safety (EHS) matters as an integral part of our business. As a responsible entity, it is crucial for us to ensure the

**EHS integrity of our processes and facilities at all times and in all facets of our operation. We will do so by adhering to the following principles:**

#### **Manage User and End of life Electronic:**

**GWCW will manage the material at our facility based on the Hierarchy of Responsible Management Strategies. This hierarchy is based on: reuse, refurbish, recover, and dispose. GWCW will take all practical steps to direct properly functioning equipment for reuse, unless the client dictates otherwise. GWCW will attempt to refurbish and repair used and end of life electronic equipment, components, and materials for Reuse. Equipment that is non-functioning will be manually demanufactured and the commodity/component material generated through this activity will be directed the Dell Reconnect Facility in Texas.**

#### **Compliance:**

**We will comply with applicable laws and regulations and will implement programs and procedures to assure compliance. Compliance with QEHSMS standards will be a key ingredient in our training, performance reviews, and incentives of all employees.**

#### **Risk, Reduction, Prevention, Resource Management:**

**We will seek opportunities, beyond regulatory compliance requirements, for reducing risk to human health and the environment. We will also establish and meet our own set of EHSMS quality standards where appropriate.**

**We will employ management systems and procedures specifically designed to prevent activities and or conditions that pose a threat to human health, safety and the environment. We will look for ways to minimize risk and protect our employees and the communities in which we operate by employing clean technologies. These technologies will be safe for the environment and the operators and a solid emergency plan will be in place.**

**We will strive to minimize releases to the air any impurities that would adversely affect the environment. Proper filtration devices will be part of the operation along with routine maintenance to insure proper functioning. All tasks in the operation will be continually evaluated for QEHSMS compliance.**

**We will do our best to manage natural resources such as fuel, oil and gas in an environmentally sensitive manner. We will also work to find new ways through operational changes and efficiencies to maximize the necessary use of these resources.**

#### **Communication:**

**We will communicate our commitment to EHS quality and our environmental, health and safety performance to our employees, vendors, clients, and the public. The policy is communicated via the Goodwill of Lower South Carolina website. We will solicit input in**

meeting our QEHSMS goals and in turn will offer assistance to meet yours.

#### **Continuous Improvement:**

We will measure our progress on a quarterly basis as best as we can. This can be done on an informal basis unless there is an issue with the operation. Then a formal investigation will be done of the area where there is an issue. We will continuously seek opportunities to improve our operation and the adherence to these principles and improving our environmental and operational performance.

#### **Ask GWCW a Question**

#### **Important!**

Feel free to call GWCW at (843) 518-5891. Please remember GWCW only provides e-waste collections/pickup service from business locations and does not provide a collection/pickup service from residential (home) addresses. If you are not representing a business and just need to dispose of your households unwanted goods, please feel free to drop off your donations at any Goodwill location in the Palmetto Goodwill territory and it will be sent to the GWCW facility.