

RLG Reverse Logistics India Private Limited



Annual Report

Producer Responsibility Organization: CPCB PRO Registration No. B-29016(1)/(PRO)/18/ WM-III Division, dated 29-08-2018

Doc. No.: RLGIn-AR-01



Contents

Abbreviations	3
Vision	4
Mission	4
Objectives	4
Goals	4
Our Values	4
Message from the Managing Director	5
The E-waste Pedagogy of the Indian Sub-Continent	6
RLG India – Revolutionizing the Indian E-waste Management Ecosystem	7
1. Global Solutions	7
2. Our Areas of Expertise	8
3. Sustained efforts to strengthen the EPR Program	9
4. Our Risk Management Approach	10
5. RLG India – Journey	12
6. RLG India- As an Organization	13
A robust Pan India network	17
Collection Channels	21
1. Bulk Sourcing	21
2. Sourcing from Collection Drives	21
Clean to Green™ Awareness Programs	21
The E-Safai Campaign	25
Innovation and Technology at RLG	29
Collections Overview – FY 2020-21	30
Way Forward – FY 2021-22	31
Clean to Green™ on Wheels	32
Awareness Outreach Plan – FY 21-22	34
Clean to Green™ Student Portal	40
Way Forward: Collection Target	41
Way Forward: Infrastructure Growth	41
RLG India's Key Sustainability Initiatives	44
Contact Us	46



Abbreviations

Abbreviations	Descriptions
&	and
Ads	Advertisements
BMZ	The Federal Ministry for Economic Cooperation and Development, Government of Germany
C2G	Clean to Green™
CPCB	Central Pollution Control Board
CSR	Corporate Social Responsibility
Doc.	Document
Dr.	Doctor
EEE	Electrical and Electronic Equipment
EPR	Extended Producer Responsibility
E-Waste	Electronic Waste
FY	Fiscal Year
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
ISO	International Organization for Standardization
Mar	March
MeitY	Ministry of Electronics and Information Technology
MIS	Management Information System
MT	Metric Tonnes
PCC	Pollution Control Committees
PIBO	Producer, Importer, Brand Owner
4PL	Fourth Party Logistics
PRO	Producer Responsibility Organization
PV	Photo Voltaic
Rev	Revision
RWA	Residential Welfare Association
SDG	Sustainable Development Goals
SPCB	State Pollution Control Board
TM	Trademark
UT	Union Territories
WEEE	Waste Electrical and Electronic Equipment
YOY	Year on Year



Vision

RLG believes in the concept of Return to Value – returning the value of materials, products and customer relationships. Our vision is to create a sustainable economy that aims to return to value resources and is restorative by its circular design.

Mission

At RLG, our mission is to provide innovative, comprehensive return management solutions, by enabling producers, brand owners, manufacturers, and distributors of electronic products to actively drive product and commodity returns after end of life, thus facilitating multiple cycles of use. We aim to:

- Drive cost optimization through hub and spoke model.
- Enable Pan India collection coverage with key focus on organic collections.
- Assess environmental impact of returns.
- Deliver customized solutions in After Market Services and Corporate Social Responsibility for our associated clientele.
- Use our global expertise in takeback and waste management services to help producers in India live up to their extended producer responsibility and provide them with individual return systems for their end customers.

Objectives

- To reduce carbon footprint in end-to-end returns network and contribute to quality of life of local communities.
- To improve and extend our service offering.
- To expand our full serviced clients and increase recurring revenue.
- To become more known and attractive to clients and talents.
- To drive empowerment of resources that further translates into betterment of the organization functioning.

Goals

- Clients: Render top-notch solutions to our associated clientele in-line with industry requirements.
- Organisation: Agile structured, fun place to work with high performance culture.
- Diversification: Diversification into Plastic, Battery, After Market Returns Management and Social Responsibility towards Environment.
- Positioning: Be known as a thought leader in the industry.
- CSR: Zero emission in returns network + improve quality of life of (local) communities.
- Geographies: Pan India offering with a key focus on organic collections and channelization of WEEE.

Our Values

- RLG's success is grounded in the collective commitment of our employees to the core values:
 Respect, Accountability, Teamwork, Integrity, Innovation, Efficiency and Customer Satisfaction.
- We are committed to the highest ethical standards and are compliant to all applicable laws, rules, and regulations.





Message from the Managing Director



I believe that within RLG India, all employees have been our strength and support system. They have played and continue to play pivotal roles in supporting the organization. It is because of their collective efforts, relentlessness towards facing various challenges, and a clear vision of the common goal is that we share so many success stories today.

Ms. Radhika Kalia

Managing Director

RLG Reverse Logistics India Private Limited

The global community, has, in the past few years, witnessed the expansive growth of electronic waste or e-waste as one of the critical public health and environmental concerns, impacting lives and economies. Closer home, being deeply associated with the e-waste sector, I have seen the positive changes brought on by the E-waste Management Rules 2016 in this industry, in the last four years. It has been playing an instrumental role in establishing a resilient scaffolding for an effective e-waste recycling and disposal ecosystem by involving the key stakeholders such as producers, recyclers, dismantlers, consumers, and retailers.

This has never been truer than now, when every entity – personal and professional, irrespective of size, has spent the last year fighting tirelessly and incessantly against a common enemy – the COVID-19 pandemic.

The pandemic caused complete disruption

in "life as usual", with home becoming the new place of work, play, and shop, but we have managed to stay resilient despite the challenging times. And while many may attribute the various revolutionary changes we have been experiencing to technology, I, however, strongly believe that the life-altering transformative changes would not have emerged had they not been underpinned by the positive attitude and belief in consistent efforts towards change management, irrespective of the direness of the situation.

To that end, I am thankful to each and every employee for using their remarkable talents and skills to help us ride out the pandemic storm safely by giving their best every single day. As we have entered a new financial year, with new aspirations, goals, and renewed hopes, I believe that the positivity, trust, and sense of belongingness in every individual connected with us would help us achieve greater heights of success.





The E-waste Pedagogy of the Indian **Sub-Continent**

The increased material comforts provided by various technological advancements coupled with proliferation in generation of e-waste, was a scenario that even Mahatma Gandhi visualised and warned about long ago. One of his comments in this regard can be quoted here -

A technological society has two choices. First. it can wait until a catastrophic failure to expose system deficiencies, distortions & self-deceptions. Secondly, a culture can provide social checks & balances to correct for systemic distortion prior to catastrophic failures.

It is, therefore, imperative to develop a comprehensive and robust mechanism to dispose these waste products before they become completely unmanageable.

According to the Associated Chambers of Commerce and Industry of India (ASSOCHAM) and KPMG study1: Electronic Waste Management in India identified that computer equipment accounts for almost 70 per cent of e-waste, followed by telecommunication equipment phones (12 per cent), electrical equipment (8 per cent), and medical equipment (7 per cent) with remaining from household e-waste.

E-waste management is a great challenge for governments of many developing countries such as India. Increasing information campaigns, capacity building, and awareness is critical to promote environment friendly e-waste management programmes.

These sustained efforts need to further ramp up and substantial improvement in the current practices through impactful collection schemes and pragmatic management practices are mandatory, to enable channelization of WEEE for environment-friendly recycling. Reducing the number of hazardous substances in electronic products will also have a positive effect in dealing with the specific e-waste streams, thus reducing the emission of hazardous waste into the ecosystem significantly.





Global Solutions

RLG India designs and operates sustainable, cost effective and reliable solutions for the take back and recycling of electrical & electronic products according to relevant Indian legislation, and in line with our customer's policies. We aim to decipher the problems faced by stakeholders at a local level, backed by global expertise.

Our Integrated Management System has been designed to efficiently regulate information and material as a Fourth Party Logistics provider. (Fourth Party Logistics Providers build supply chain solutions for businesses by managing resources, technology, and infrastructure)

Corporates & Consumers



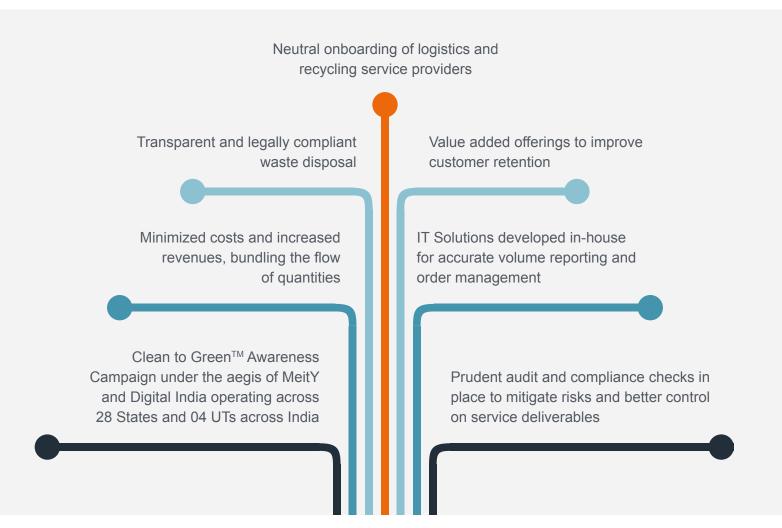




Our areas of expertise

Since its inception in 2017 as a Producer's Responsibility Organization (PRO), RLG India has been supporting producers, importers, brand owners & manufacturers across India to

fulfil their Extended Producer's Responsibility under the E-waste Management Rules 2016 (or amended thereof) by providing:



Over the past 20+ years, RLG Group globally has built proven competencies to ensure complete compliance coherence for our customers. In India, to act in accordance with

the law, we have developed internal practices and quality checks at various levels within the organization.





Sustained efforts to strengthen the EPR Programs

To understand the implications and deliver coherent services for EPR fulfilment to our customers, we exercise prudence and ensure regular audits. Our ISO certified process flows provide transparent reporting. Our collection centre and awareness campaign teams are

spread across the length and breadth of India and help us connect with the consumers of electrical and electronic equipment on-ground to carry out mass awareness drives and sensitize the people at large, on safe disposal practices of e-waste.







Our Risk Management Approach

Risk Management strategies at RLG India aim to insulate business deliverables from both internal and external risks that thwart the business-as-usual. We can expect to witness stable growth for our company, by considering methods and strategies to combat teething issues pertaining to destruction of ecosystems, climate change, resource depletion, geo-political risks, and such other myriad business risks.

Being a 4PL asset light organization, we endorse the act of disclosure of information related to risks transparently in the public platform, as we strongly believe that this would instill confidence amongst our stakeholders, vendors and customers.

As a responsible and compliance-oriented PRO, we, at RLG India, have made Standard Operating Procedures for every vertical of RLG's working. This guarantees quality benchmarking as well as assists every employee in working efficiently and uniformly. We endeavor to achieve the highest level of customer satisfaction, through our robust quality management system.

Our policy on responsible operations and sourcing enables us to effectively identify and mitigate risks in economic, social, regulatory, and environmental aspects to ensure business

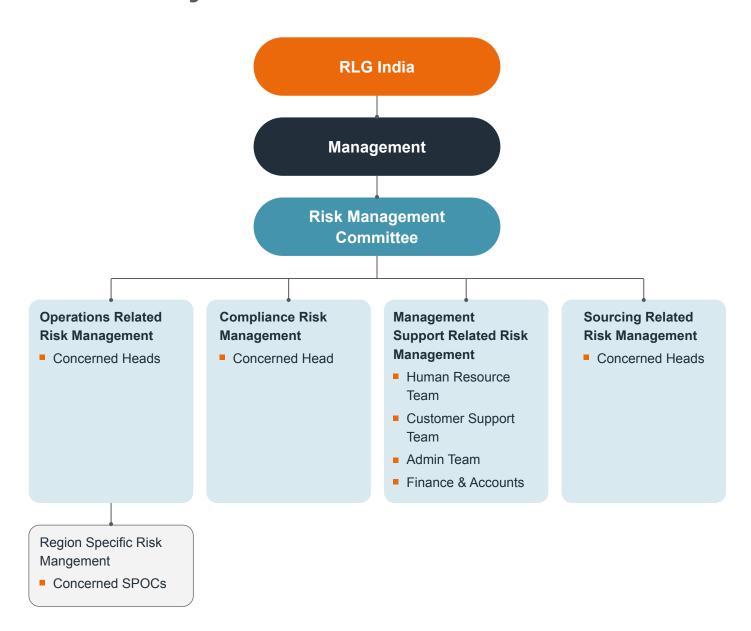
continuity with foolproof compliance of regulatory guidelines. We closely associate with our suppliers and vendors and impart significant education from time-to-time, and as an outcome deliver solutions in-line with our customers' expectations.

Our solutions are backed by thoughtful leadership, systematic planning to address risks pertaining to both quality management system and environmental management system, change implementation, measurement of performance, identification of non-conformities if any through periodic and systemic control measures, and take proactive and preventive measures to manage risks efficaciously.

At RLG India we have set up a systematic risk responding system for each working division. We report identified risk factors to top management and mitigate the risk factors in an efficient, effective manner. The Risk Committee brings together the heads of various departments, including Legal, Human Resources, Communications, Client Service, Business Development, Compliance, Operations, & CSR, allowing them to collectively discuss and manage risks, including sustainability risks, in a holistic way across departments and functions.







Risk Management at RLG is reviewed based on the ever-changing external and internal environment to ensure decision-making is aligned with the organization's business strategy, improving the resilience of the organization to generate sustainable value. We believe that effective risk management and robust governance structures are fundamental to our consistent growth and success stories.











RLG India- As an Organization

Our People

RLG India is bringing a unique change in the Environmental Compliances industry landscape in India. The company has created its own league being the first CPCB-certified Producer Responsibility organization that helps other organizations fulfil their extended producer responsibilities towards the environment protection and provides an end-to-end, B2B, tech-enabled services to fulfil their target obligations. This is quite a novel concept in India and, hence, requires a unique set of passionate people who are self-driven, collaborative, process centric, entrepreneurial and have voracious appetite for continuous learning and improvising.

Recruitment Process

RLG India intends to hire freshers or experienced, semi-skilled, or highly skilled and experienced resources who are equipped to understand and perform the responsibilities of the role. We are cognizant of the fact that there will not be the "ready to plug in" resources available in the market who will seamlessly

fit into our business. This means, we must handpick the best suited, skilled people with relevant corporate exposure, the right attitude and qualities required to be successful in our company.

Being in the business of compliance management, some roles require relevant education and technical knowledge besides the above mentioned. The candidates are screened and shortlisted by applying various IQ tests, skills assessment as a standard recruitment process. Key roles require further assessment on the business skills through various project assessments, live projects, and cases studies.

A detailed job description for the role, responsibilities and critical requirements is shared with screened and interested candidates. Once the candidates have reviewed the company profile and industry landscape in India and are interested in pursuing the challenging field, detailed discussion with the internal teams is initiated.

















People Engagement

We have a fairly young team from diverse backgrounds and industries across departments and locations. Our efforts focus on maintaining high level of enthusiasm and building on the team bonding to create an environment of collaboration and high performance, where people feel motivated to come back to their jobs every morning.

Part of the engagement initiatives include: Month-end Fun Fridays, which are a ritual to celebrate the birthdays of the month and have team games and activities. Further, festival like Holi, Diwali, Christmas are celebrated collectively with various team strengthening activities like Potluck Lunch, Secret Santa and so on.

Regular outbound team building outings, where the entire team comes together for inter team cricket match and other outdoor activities bring the change in the canvas and creates new level of team bonding across levels, departments and regions.

People Reward & Recognition Awards

Company Value Awards: To acknowledge and appreciate the demonstrated behaviour of people towards the Company values at workplace, the company highlights one employee every month through a nomination process and selection by the Jury of 3 people. The three categories of the award implemented are:

- Responsible (Employee) of the month
- Collaborator (Employee) of the month
- Relentless (Employee) of the month

Performance Linked Bonus: Besides this the company has robust performance linked variable bonuses which are paid twice in a year based on the overall individual performance delivered in their pre-defined key result areas and targets defined in the beginning of the year or at the time of their joining.

Employee Benefits

As an employee centric organization, our company offers all the employment benefits offered by any well-established organization in India. All our employees are covered in the statutory benefits as mandated by the Government. We ensure that our employees and immediate family are well covered and insured against all medical or accidental challenges.

Capability Building

Learning and Development of our people is of prime importance for us, hence, we follow a robust Training calendar where each employee goes through than 50 hours annually. These training programs are conducted by the Internal Domestic and Global Training personnel. The training needs are identified through the





Mid-year and Annual performance reviews and performance gaps notified by the Business and Functional leaders in their respective team members. In addition to the regular induction process, every employee goes through regular Business Knowledge enhancement Training sessions and rigorous business process training modules to understand the pivotal industry concepts. Being a tech-enabled process organization, deliberate efforts are taken to streamline functional and operational processes and through process trainings each employee gets trained on a simplified, standardized and the most effective, efficient way of doing this business.

To further strengthen the learning and development in the young workforce, the company has a clearly defined employee education & learning policy, which elucidates the learning for short duration or long duration and company sponsored learning program for select employees every year.

Workplace Grievance Measures

To mitigate any workplace employee grievances, concern, problem, or complaint an employee can communicate these concerns through various communication forums that are monthly one-on-one session with their

reporting managers or reach to the HR team and personnel at any time. Besides this, there are companywide quarterly coffee session held with the Managing Director and six-monthly HR connect program to offer any recommendations, suggestions or any company level concerns.

In addition to these Communication platforms, there are other supportive measures. There is a robust Internal Complaints committee which is constituted as per the POSH act and has external legal professional to address any workplace issue and resolve them as per the prescribed grievance redressal process.

Non-Compliances measures

RLG India believes in having a robust healthy and happy work culture, and alongside our company follows very stringent adherence towards work quality and any degree of non-compliance, if noted, in the work quality at any level of management is considered very seriously and treated through strict measures.

These measures can be as simple as putting extra work hours to correct, holding up performance bonuses, suspension or termination of services or up to taking legal measures against the employee.























WARMEST CONGRATULATIONS TO OUR BEST PERFORMERS



BEST BATSMAN

CHAMPIONS TEAM

BEST BOWLER





BEST FIELDER





MAN OF THE MATCH





















COLOURS. DAZZLE.







green 🖓

Though the lockdown has been mentally and physically challenging, we must find ways to cope with loss of resources caused by disruption of daily life, due to the pandemic.



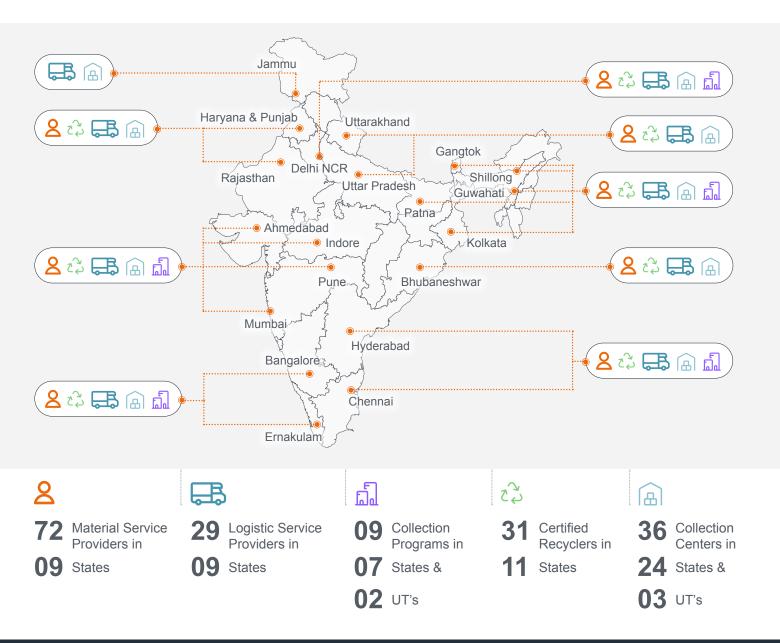




RLG India is an ISO certified organization (ISO 9001:2015, 14001:2015), delivering expertise in E-waste Management, Plastic Waste Management and Compliance Management to legal requirements. We recognize the importance of consistently expanding our horizons while continuously improving our operations, not only in terms of provision of services but also teaming-up with multiple partners to ramp-up Logistics, Material Collection, Certified Recycling Partners and Compliant Collection Centre's presence.

Our hub-spoke distribution paradigm-based philosophy allows efficient flow of material among stakeholders for environment friendly recycling of discarded electronics. We have built a robust network of 72 material service providers, 29 logistics service providers, 31 authorised recyclers & dismantlers and 36 collection centres, and collection programmes running in 9 cities of India;









72 Material Service Providers

Our Material Service providers across the country are well equipped with compliance fulfilment for E-waste Management safe practices. We, at RLG India, ensure on-boarding processes are in place before procuring e-waste material from informal vendors.



36 Collection Centres

Across the country, our Collection Centres are audited multiple times within a year and all our collection centres fulfil the requirements of Central Pollution Control Board's Guidelines for storing and transporting e-waste material in a non-hazardous manner.

We ensure stringent and timely audits through our in-house compliance team on-ground and/ or third-party vendors through remote desktop checks, random sampling techniques and detailed process checks and measures.

29 Logistics Service Providers

The logistics service providers are the fulcrum; they steadfast and are well equipped with compliance fulfilment for E-waste Management, packaging or battery channelization safe practices.



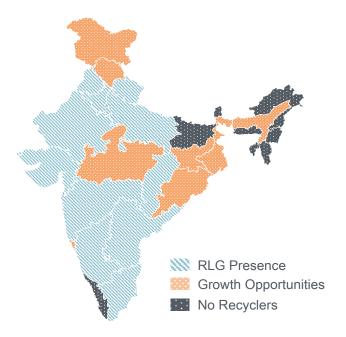




Recycling Service Providers

Machinery, Formal Recycling Practices and Compliant Centres define the culture at our Recycler Partners' Facilities. We ensure safe disposal / dismantling of E-waste Material by ensuring multiple compliance checks and handholding with service partners to provide hassle-free services to our clients.





Zone	No. of Recyclers	RLG Approved % Capacity Per Annum
North	15	42.7%
South	10	40.8%
West	6	16.6%
Grand Total	31	100%

Recycler/Dismantler Pre-Onboarding Checks

Authorization from SPCB

Downstream
Agreement –
TSDF, Plastic, PCB

Ferrous & Recycler
Non-Ferrous Area & Shed
Agreement Area

Insurance

– Facility &
Manpower

Consent to Operate

Hazardous Waste Authorization

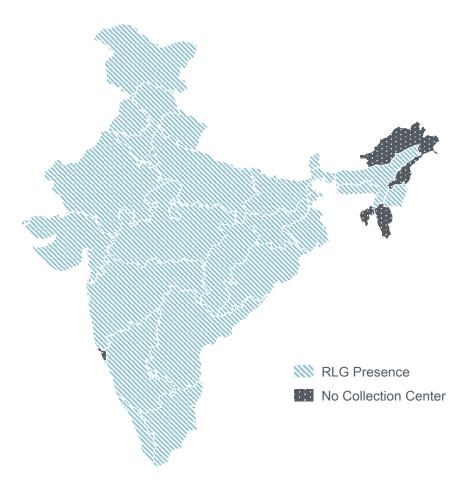
Consent to Establish

Refer above: A detailed insight into RLG India's recycling network (As of 31-Mar-2021)





36 Collection Centres



Zone	No. of Collection Centers
North	11
South	11
East	8
West	6
Grand Total	36

RLG Collection Centers are compliant as per regulatory requirement









All the centers are audited regularly as per defined checklist during Remote & Surprise Visits





Collection Channels

Bulk Sourcing

Bulk Sourcing, as the name suggests, is the process of procuring e-waste material in bulk or in parts directly from Aggregator(s) of material. These are usually dominated by the informal sector and unorganized. RLG India ensures 100% compliant on-boarding of such informal/ unorganized vendors and encourages formal methods of e-waste management.

Sourcing from Collection Drives

Collection of e-waste material from various collection drives, RWAs, dealer/retailer points and individuals. The material is documented as per E-waste Management Rules, 2016 (or amended thereof) and processed as per CPCB Guidelines for Safe Disposal of E-waste. This covers a smaller percentage of the total e-waste volumes.



Clean to Green™ **Awareness Programs**



Launched in February 2018, Clean to Green™ is a campaign (under the aegis of Digital India and Ministry of Electronics and Information Technology – MeitY) for unused, defunct, junk or defective electronic products (e-waste) to ensure their safe and environmentally sound recycling for enabling Extended Producer Responsibilities of EEE manufacturers, to educate consumers on the benefits of professional recycling and while doing so, complies with the E-waste Management Rules (2016). It has created a substantial footprint amongst multiple stakeholders viz. schools, colleges, RWAs, dealers/retailers, and informal sectors in last three years.

Clean to Green[™] has conducted 2,510 innovative and customized on-ground activations across 26 states and 7 UT's while reaching out to 27,39,971 individuals for spreading awareness about safe E-waste disposal and value attached to formalising the material collections.

In 2020, Covid-19 did not shifter our focus from spreading awareness on E-waste Management. We extensively used online platforms to connect, reach out and spread awareness; our team conducted workshops and seminars online through webinars to spread impactful societal awareness. Our main endeavour is to spread mass awareness and sensitize consumers how and where to dispose electronic wastes.



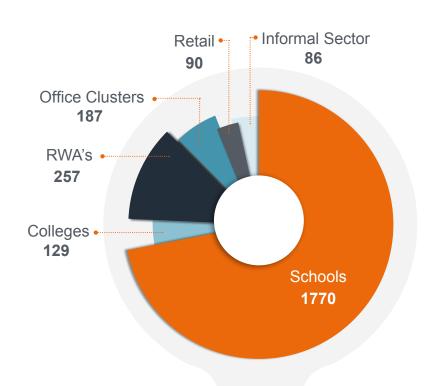




Awareness coverages since FY 2018-19 until FY 2020-21

Every year the coverages of stakeholders are unique and impactful. In the past three years, we have reached out 2.2 million+ unique people spanned across 1735 schools, 129 colleges,

249 RWAs, 89 dealer points, 169 offices, 96 informal sectors, 5,208 collection drives. There has been 900+ activations from our portal.



FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21
28 Activities Covered 01 Cities Covered	825 Activities Covered 30 Cities Covered	1,319 Activities Covered 39 Cities Covered	347 Activities Covered 31 Cities Covered 5,208 Collection Drives 09 Cities Covered





€ Clean to Green™ **Awareness Programs**



Campaigns

Clean to Green™ integrates various platforms to create a mass outreach to all stakeholders. Apart from innovative on-ground activations, we also have dedicated Clean to Green™ Facebook, Instagram & Twitter handles which use optimal content buckets like "Did You Know?", "Hard Hitting facts & figures", Industry news, topical posts and campaigns as the majority content buckets to engage with the audiences.

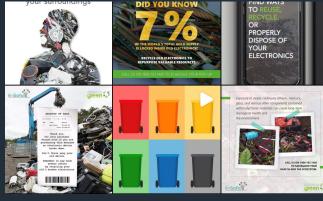
Radio & Classified Ads

We also regularly run Radio ads & jingles apart from press releases for every collection program launch along with classified ads. It is indeed an accomplishment to reach out to more than 3.4 million people with a PR Value of 44 Million+

Media Interactions

The awareness coverages on-ground are covered holistically in English / regional languages through press releases and/or web releases.





Total Posts: 923

Total Impressions: 1.87 Million+

Total Campaign Impressions: 7.5 Million+



Refer above: Snapshot of Clean to Green™ activities in FY 2020-21





Clean to Green™ Awareness Programs







Impressions: 1.3 Million+







Impressions: 8 Million+

Refer above: Snapshot of Clean to Green™ Social Media Campaigns





The E-Safai Campaign

RLG launched E-Safai project in India on November 10, 2020. This campaign is a part of a three-year long development public private partnership with Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, supported by the German Federal Ministry for Economic Cooperation and Development (BMZ). The main objectives of this program are to create and spread awareness of transformative and new-age e-waste management techniques, as well as provide aid in strengthening the facilities and infrastructure of both formal and informal sector e-waste management service providers

in order to enhance the e-waste value chain system. Some of the other deliverables under this project include setting up of infrastructure for two recycling plants, 90 e-waste bins, as well as four collection centres (two each in Delhi and Hyderabad). Also, RLG and GIZ expect to generate more than 1,000 job opportunities across the various collection, dismantling and recycling processes.

E-Safai is expected to reach out to almost half a million people who are out target audience, through a series of online and on-ground campaigns.

E-Safai: 3 year long
DPP project managed in
collaboration between GIZ
India and RLG India supported
by the German Government.
It shall provide strong support
in channelizing e-waste and
formalization of informal sector.

Targets:

- 90 e-waste bins to be setup
- 2 Recycling facilities to be setup
- 4 Collection Centres
- 1,000+ Employment Opportunities
- Create awareness among 3,00,000 people





Dr. Dharamendra Gupta Scientist 'F', (HSM) expressed the value of the implementation of e-waste management rules.





Dr. Sandip ChatterjeeDirector and Scientist F.

Ministry of Electronics and Information Technology (MeitY), voiced the value of technology to recycle the low metals at the launch of E-Safai. It further decides the return of investment in the process of setting up a value chain for e-waste management.



Refer above: Glimpses from the Virtual Launch of "E-Safai"





Clean to Green™ **Awareness Programs**





Refer above: Classified Advertisement

Awareness on recycling ऐतिहासिक ई-वेस्ट मैनेजर्मेट प्रोजेक्ट ई-सफाई की घोषाणा की of e-waste created



आआइजड झाडया न अंतर्राष्ट्रीय विकास सहयोग के क्षेत्र में सेवाओं की पेशकश की ■ पूरे भारत में परिवर्तनकारी ई-कचरा प्रवंधन तकनीकों के निर्माण और प्रसार के लिए तीन वर्षीय सार्वजनिक-निजी

RLG's Clean to Green Campaign intends to touch over 1.8 Million Individuals

Gangtok: Reverse Logistics Group (RLG), a leading global service provider of comprehensive reverse logistics solutions launched its flagship campaign 'Clean to Green' in May 2020 and will be running till March 2021. Under its Clean to Green campaign till February 2021 RLG has trained 100 people of RWA and Retail Gangtok city about E-Waste handling and

आर एल जी क्लीन दू ग्रीन अभियान के तहत इलेक्ट्रॉनिक वेस्ट समस्या रेLG India has associated Microsoft, LG, ioneer, Motorola, Brother, Siemens, IFB, ells, Lloyds, Godrej, Videojet, Videotex, Smart rseas, Texlavision, Daiwa, Shinco, Citi ıfinix, Techno, Itel and Oraimo and the would actively work with them in promoting al of e-waste.

0-21, RLG intends to touch over 1.8 million till 31st January 2021, 276 activities (on nline) with reach of 4,86,225 in 29 cities have ved and will continue till March 2021.

at the launch of the second year of the Dr. Sandeep Chatterjee, Director, Ministry of and Information Technology said, "This and comprehensive take back solution have urn of products from manufacturers and

इलेक्ट्रॉनिक वेस्ट समस्या से निपटने के लिए चंडीगढ़ में चलाया गया क्लीन टू ग्रीन कैम्पेन



से निपटने के लिए पटना में चलाया गया जागरूकता अभियान

पटना। रिवर्स लॉजिस्टिक्स मुप्प (आर एल जी) - व्यापक रिवर्स लॉजिस्टिक्स समाधार्यों को अग्रणी वेश्विक सेवा प्रदाता - वे मई 2020 में अपना प्रमुख अभियान कलीन टू ग्रीन लॉन्च किया था गाँच 2021 तक चलेगी। इस अभियान का उद्देश्य किया था जो मार्च 2021 तक चलेगी। इस अभियान का उद्देश्य किया हो किया था जो मार्च 2021 तक चलेगी। इस अभियान का उद्देश्य किया हो किया था जो मार्च किया था जो मार्च किया भागी हो स्वाप्त कर किया मार्च किया था जो स्वाप्त कर के हलेक्ट्रॉनिक्स के जिम्मेदार निपटान और सीसाइविलंग के लिए सुरिक्ति प्रधाओं के बारे में जामरूकता है। आरएलजी के क्लीन टू ग्रीन अभियान को पिछले व वर्षों में बढ़ी सफलता मिलीय 25 गर्जी खड़ी सफलता मिलीय 25 गर्जी बड़ी सफलता मिलीय 25 राज्यों



ऑफिस क्लस्टर्स, रिटेलर्स, थोक उपभोक्ता और अनौपचारिक क्षेत्र में हितधारकों तक पहुंच बढ़ी । पूरे भारत में कुल 2,210 गतिविधियाँ आयोजित की गई, यह अभियान 22,21,406 व्यक्तियों तक पहुँचा। आरएलजी इंडिया से जुड़े निमार्ता माडकोसॉफ्ट. एलजी

बीडियोजेट, बीडियोटेम्स, टेन्सलाविजन, डेजबा, डियोटेम्स, टेन्सलाविजन, डेजबा, डिकंडे, ट्रेन्सलाविजन, डेजबा, डिकंडे, ट्रेन्सलाविजन, डेजबा, डिकंडे, ट्रेन्सलाविजन, टेकचरे के सुरक्षित निपटान को बढ़ावा देने में उनके साथ सक्रिय रूप से काम करेगा क्लीन दू जीन कैमोन के तहत पटना शहर के आरडब्ल्यूप, स्कूल, कार्यालव समूह, अनीपचारिक क्षेत्र और खुदरा विक्रांशओं में 50000 से अधिक लोगों को ई-वेस्ट हैं डिलंग और डिस्पोसल के बारे में प्रशिक्षित किस्ता गया।

Refer above: Snippets of Media Interactions



Clean to Green™Awareness Programs



Collection Program

Our collection program is currently running in 9 cities with an aim to obtain irreparable and unused electronics for environment friendly recycling. This an initiative under our awareness campaign, Clean to Green™. RLG's fleeton-street voyages across the cities, covering marketplaces, RWAs, informal sectors and other stakeholders to sensitize them about the hazards of informal e-waste disposal as well as collect material ensuring all compliance checks. This not only formalizes the material collection process but also educates the stakeholders about practicing safe procedures in the future.

Toll Free Helpline

Further to assist seamless takeback of E-waste and facilitate donations by end users of WEEE products, we have an active toll-free helpline – 1800 103 1460 functional from 10 AM – 6PM, Monday till Saturday. On receipt of pickup requests, we channelize our logistics team to coordinate and complete with the reverse pickups at the earliest turnaround time for further storage at nearby collection centre or directly channelize to partnered recycler/dismantlers.



Cities Captured

Delhi, Noida, Gurugram, Hyderabad, Bangalore, Ahmedabad, Chennai, Jammu & Kolkata



€ Clean to Green[™] Awareness Programs



Collection Program



The campaign commenced in:





Innovation and Technology at RLG

Technology plays a crucial role in supporting our simplified solutions that draw on complex workflows and processes. Documentation database is securely stored on our servers using Pick-App (An application developed in synchronization with the requirements laid out in E-waste Management Rules) for end-to-end load management.

Besides this, end-users of WEEE seeking an opportunity to donate their E-waste in an environment friendly manner can place requests through our Clean to Green™ (C2G) Takeback portal. Once the request is raised, our officials get in touch and collect the E-waste from the doorstep, anywhere in the country. The entire takeback operations are deftly managed by our team of industry experts.



Order Management Portal

Data Punching for all Stakeholders (Sourcing, Recycling & Logistics)



Navision

Integrated Management System



PickApp

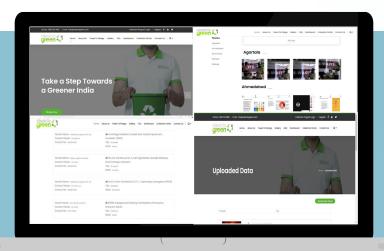
Real Time capturing of SKU Documents



Alma

Dedicated Client Reporting Portal





Web based Take Back portal



Call center Support **1800-103-1460**



Door to Door Pickup facility







Collections Overview – FY 2020-21

RLG India operates through the hub and spoke model. E-waste is collected through the Direct channel from E-waste aggregators/Material Service Providers across India; E-waste is also routed through the collection centres through monthly collection drives locally from dealers, retailers, informal sectors, RWAs. Our logistics team drives a robust takeback mechanism driven through collection program wherein a moving collection vehicle (canter) travels as per defined beat plan to obtain unused and irreparable electronic equipment regionally, for further recycling in an environment friendly manner.

In FY 2020-21, RLG India collected E-waste across 24 States/UTs for its associated producers, importers and brand owners.

Collection details for FY 2020-21:

Zone	Percentage Collections
North	49.0%
East	0.1%
South	46.1%
West	4.8%
Growth*	18% rise in volumes processed via-a-vis FY 19-20

^{*}Data collated is as of 31-Mar-2021





Way Forward **FY 2021-22**





Clean to Green™ on Wheels



In FY 2021-22, RLG India with Clean to Green™ Society has launched "Clean to Green™ on Wheels" – an awareness campaign with a difference! Through this year-long program, we aim to move 9 collection vehicles across 100,000+ KMs in 110 cities and 300 towns across India.

Through this program, we will reach out to a diverse set of audience, and establish ties with schools/colleges, bulk consumers, RWAs, retailers/dealers, informal sectors across 28 States & 4 UTs. There shall also be substantial on-ground coverage, PR mileage, radio & social media awareness. We are further aligned to organically collect 5,500 MT+ through 5,000+ activities spread out over the entire fiscal year.

What makes this so challenging is the fact that it is an ongoing uphill battle to break through the Indian mindsets that have, till now, not been geared towards thinking of electronic waste beyond either repairing the faulty product or selling it off to the local kabadiwala ("scrap or junk dealer"). With the growing urgency to deal with E-waste as one of the major environmental threats, we need to establish a formal system where the electronic manufacturing organizations and sellers are able to live up to their producer responsibilities and at the same time, where electronic consumers get the incentivized for exchanging their old, end-of-life products with new ones or disposing them off through appropriate formal channels.

RLG has been contributing responsibly and seamlessly towards a greener India. While we have been developing a robust supply chain, we have also been creating solutions to attract people from various strata of the society to join us. We aim to educate them and impart acquired knowledge - thus creating a 'skill development value chain'.

Through our "Train the Trainers" program, we shed light on the Do's, Don'ts and Hazards associated with E-waste to volunteers and hire the 'learned' lot to further impart their education to other stakeholders like Residential Welfare Associations, Students, Bulk Consumers, Dealers/Retailers, and Informal sectors.

Besides this, we have a rigorous training and development schedule for people manning our collection centers, our feet on street and associates, our empaneled aggregator partners, vendors and logistics partners on the hazards of E-waste and the need for safe storage and transportation.

Our employees are empowered through monthly sessions on skill upliftment, periodic self-paced learning modules, quarterly meetups on both soft skills and technical knowhow pertaining to domain of work.



A dream does not become reality through magic; it takes sweat, determination, and hard work.

Colin Powell



Clean to Green™ on Wheels



As I look back to our past successes; I salute the spirit, determination and zeal of our talent force who are working tirelessly, even in today's challenging times, to achieve our common goals of creating a circular e-waste management economy.

Ms. Radhika Kalia

MD, RLG India

Clean to Green™ on wheels shall be spreading awareness to 'end users' with an objective of 'Organic Collection'



Presenting Clean to Green™ On Wheels



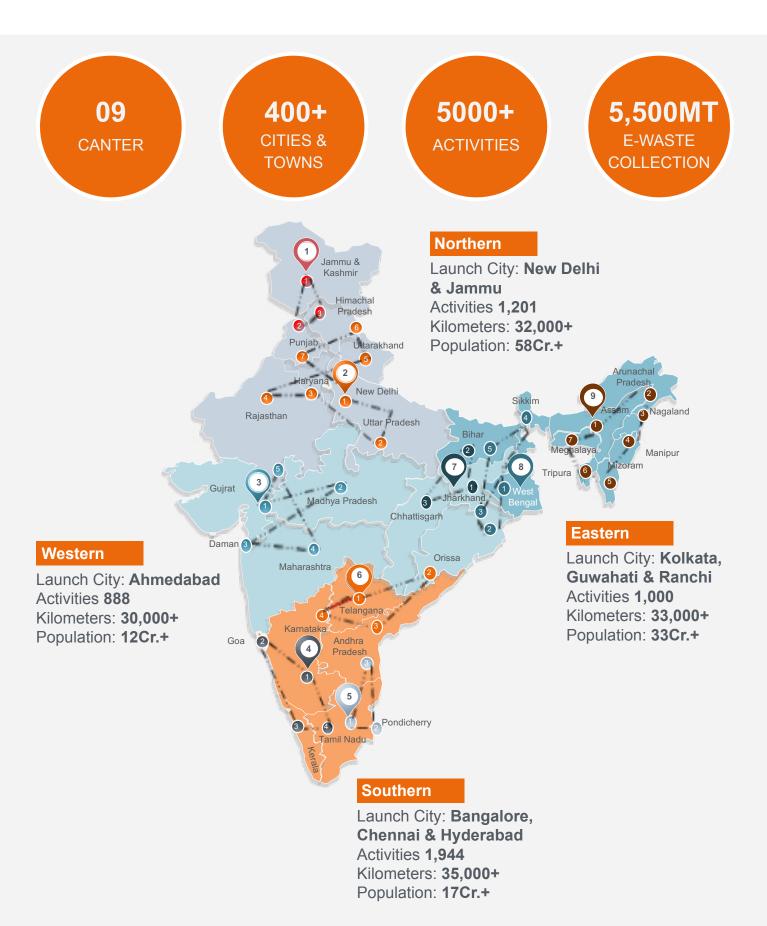
Awareness + Collection Program + Collection Center

0.1 Million 0.3 Million 4 Million 28 04 **UNION TERRITORIES** STATES REACH **KILOMETERS MANHOURS**





Awareness Outreach Plan – FY 21-22







Awareness Outreach Plan – FY 21-22

North

17. Faridabad 1. Jammu 9. Amroha 25. Nainital 33. Udaipur 2. Pathankot 10. Moradabad 18. Alwar 26. Haridwar 34. Chittorgarh 3. Dharamshala 27. Mussoorie 11.Rampur 19. Jaipur 35. Bhilwara 4. Jalandhar 28. Roorkee 36. Kota 12. Bareilly 20. Ajmer 5. Amritsar 13. Lucknow 21. Bikaner 29. Shimla 37. Dungarpur 6. Gurdaspur 14. Kanpur 22. Jhunjhunu 30. Ludhiana 7. Delhi NCR 15. Etawah 31. Patiala 23. Neemrana 16. Mathura 8. Ghaziabad 24. Rudrapur 32. Rohtak

East West

38. Ranchi 47. Roukela 56. Imphal 63. Ahmedabad 72. Pune 39. Gaya 48. Jamshepur 57. Aizawal 64. Ratlam 73. Nashik 40. Aurangabad 49. Gangtok 58. Agartala 65. Ujjain 74. Jalgaon 41. Surajpur 50. Silliguri 59. Shillong 66. Dewas 75. Mandasur 42. Korba 51. Kishangani 60. Malkangiri 67. Indore 76. Goa 77. Solapur 43. Simdega 52. Purnia 61. Koraput 68. Chhota Udepur 44. Kolkata 53. Guwahati 69. Anand 78. Latur 62. Nowrangpur 70. Daman 45. Cuttack 54. Itanagar 46. Bhubaneshwar 55. Kohima 71. Mumbai

South

79. Bangalore 86. Thirussar 93. Salem 100. Chennai 107. Vijaywada 87. Kannur 108. Amravati 80. Chitradurga 94.Dharmapuri 101. Hyderabad 81. Gokarna 102. Nizamabad 109. Kurnool 88. Ooty 95. Krishnagiri 110. Ganadhal 82. Mangalore 89. Pondicherry 96.Vellore 103. Kamareddy 104.Secundarabad 83. Mysore 90. Kumbakonam 97. Nellore 84. Idukki 91. Karur 98. Anantapur 105. Mahabubabad 85. Kochi 92. Erode 99. Tirupati 106. Warangal







1,244 School/Educational Institute

Launch City: 948 Outer Cities: 296



1,116 RWA/Residential Colonies

Launch City: 900 Outer Cities: 216



172 Office Cluster/ BulkConsumer

Launch City: 48 Other Cities: 124



1,197 Retail Sector

Launch City: 948 Other Cities: 249



1,151 Informal Sector

Launch City: 948 Other Cities: 203



04 HCP Camp

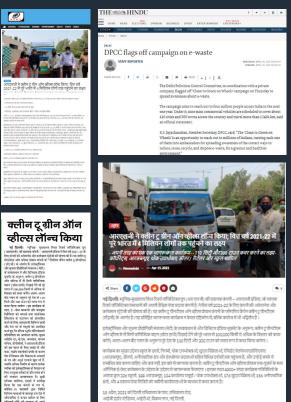
Launch City: 04 Other Cities: 00





Our PR, digital awareness and social media teams are ready to cover the spectacular awareness exercise planned for FY 2021-22





आरएलजी ने क्लीन टू ग्रीन ऑन व्हील्स लॉन्च किया वित्त वर्ष २०२१-२२ में पूरे मारत में ४ मिलियन लोगों तक पहुंचने का लक्ष्य







आरएलजी ने क्लीन टू ग्रीन ऑन व्हील्स किया लॉन्च

वित वर्ष २०२१ - २२ में पूरे भारत में ४ मिलियन लोगों तक पहुंचने का लक्ष्य

© Reverse Logistics Group 2021





Clean to Green™ Collection Vehicle – "First Look"







We, at RLG, have a strong resolve to make this awareness-cum-collection program a great success, with the support of our associated patrons – producers, importers & brand owners.





The E-Safai campaign is in collaboration with GIZ and aims to fulfil the vision of formalizing the informal; in the upcoming months, we look forward to take the project beyond Delhi and Hyderabad, to other pockets of India.

The Clean to Green™ on Wheels was launched from Delhi Secretariat on 15-Apr-2021, and flagged off by Dr. K.S. Jayachandran, Member Secretary, Delhi Pollution Control Committee.



Even as technological advancements are opening up new and unique doors of opportunities for growth and development in the country, they are creating a greater and more urgent need for each individual to become conscious of appropriate methods to dispose of the electronics once they reach end-of-life.

The Clean to Green[™] on Wheels is a ground-breaking opportunity to reach out to millions of Indians, turning each one of them into ambassadors for spreading awareness of the correct ways to reduce, reuse, recycle, and dispose-off e-waste, for a greener and healthier environment.

Official Launch: Press Releases

क्लीन टूग्रीन ऑन व्हील्स लॉन्च किया

आरएलजी ने क्लीन टू ग्रीन ऑन व्हील्स किया लॉन्च वित वर्ष २०२१-२२ में पूरे भारत में ४ मिलियन लोगों तक पहुंचने का लक्ष्य

चहुँ दिल्ली। म्यूनिख - मुख्यालय स्थित रिवर्स लॉक्सिटक्स ग्रुप (आरएलजी) की सहायक कंपनी - आरएलजी इंडिया ने विन वर्ष 2021-22 के लिए कंपनी की अवेयरनेस और कलंखरान स्ट्रेटेजी की घोषणा की है। यह क्लीन ट्र् ग्रीनटीएम औन क्लिक्स ग्रीमा कंपनी के नैगिशिप केंपन क्लीन ट्र ग्रीनटीएम (सी2जी) के अनुतात है। इलेक्ट्रीनिक्स

और सचना प्रौद्योगिकी मंत्रालय (मेटी) के तत्वावधान में और डिजिटल इंडिय क तत्वावधान म और Isinउटर इंडिया मुक्सर्ट के अनुरूप, क्लीन टू प्रीनटीपम ऑन व्हील्स में नौ मिनी वाणिज्यक बाहन (छोटा हाथी) दिखाई देंगे जो पूरे भारत में 100,000 किमी से अधिक के विस्तार को कदा करों। अलग-अलग बीट प्लान के अनुरूप पूरे देश के 110 मिटी और 300 टाउन को समग्र रूप से कटा किया जाउंकम के कवर किया जायेगा। इस कार्यक्रम वं कदा किया जायेगा। इस कार्यक्रम के तात, ई-वेन्द्र सम्बन्धी और कंट्रमा, विहैतिक्यर को बदलने तथा सस्टेनेबल प्रैक्टिमंत्र के एडाएग को प्रोक्ताहित करने हे एला, आराल्वा विप्तिम जाजों और देश भर के स्कूलों को आमीजत करते हुए पेन इंडिया स्टुडेंट व्हीडियोशाधी प्रित्तियोगित को आजोजन करोगा। मुख्य अतिथि डा; के.एस. जयचंद्रन, सस्टब्स सांच्य, होंगोंसीसी, ने आरएलजी ग्रैडिया को इस पहल के लिए जाई दी और को इस पहल के लिए बधाई दी और कहा, यद्यपि तकनीकी प्रगति के कारण देश में विकास और विकास के अवसरों के नए और अनूठे दरवाजे खुल रहे हैं, तथापि अधिक निर्माण के कारण प्रत्येक तथापि आधेक निर्माण के कारण प्रत्यक व्यक्ति को इलेक्ट्रॉनिक्स के निपटान के लिए उपयुक्त तरीकों के प्रति सचेत होने की तत्काल आवश्यकता है। सुश्री राधिका कालिया, एमडी ने उल्लेख



गुरुग्राम में आरएलजी इंडिया का क्लीन टू ग्रीन ई-वेस्ट कलेक्शन ग्रोग्राम लॉन्च

ग्रतिष्ठित केवल में भी



12ज1)

और

सचना प्रौद्योगिकी मंत्रालय (मेटी) के तत्वावधान में और डिजिटल इंडिया मुवमेंट के अनुरूप, क्लीन टू ग्रीनटीएम ऑन व्हील्स में नौ मिनी

वाणिज्यिक वाह-दिखाई देंगे जो प्रे किमी से अधिक वे

करेंगे, अलग-अल

अनुरूप पुरे देश के 110 सिटी 3 300 टाउन को समग्र रूप से क किया जायेगा। कार्यक्रम का मु उद्देश्य स्कुल के छात्रों, निगमों, थे उपभोक्ताओं, खदरा विक्रेताः रेजिडेंट वेलफेयर एसोसिएर

आरएलजी ने क्लीन टू ग्रीन ऑन व्हील्स लॉन्च किया







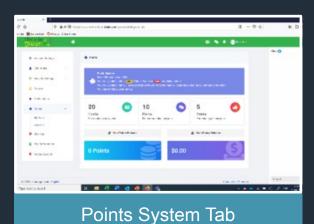


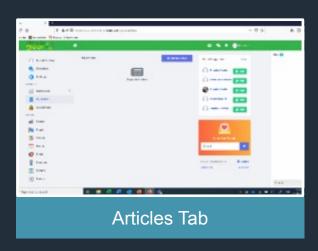
To further enhance the engagement with student fraternity, RLG India has launched its Clean to Green[™] Student Portal. The portal shall be an interface that the students would use to learn.

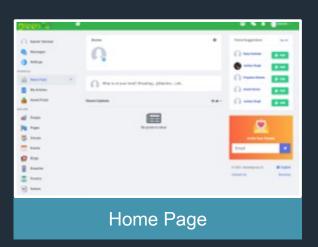
interact, participate in engaging contests and competitions, as well as spread the word about E-waste and Plastic waste awareness.

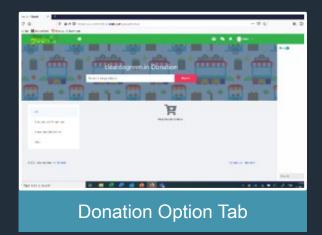
Here is the first look!

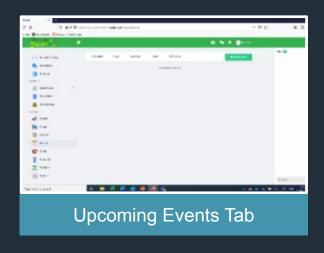
















Way Forward: Collection Target

At this juncture, RLG India has the capacity and competency to ramp up its overall collections and recycling by over 65% vis-à-vis FY 2020-21.

Our organogram is now empowered with manpower with rich industry experience and assigned specific responsibilities to ramp up the organic collections of E-waste through the awareness program Clean to Green™ on Wheels and zonal collection drives at each RLG Collection centre in India.

Summarily, we aim to collect 5,500+ MT of E-waste organically i.e., approximately 10% of total self-assigned target for FY 2021-22, covering all states and UTs across the length and breadth of India.

On the processing front, we aim to recycle 62.19% of collected E-waste through our multiple recycling dismantling partners in North Zone; 29.74% from the partners in South and 8.06% from the select partners in West Zone in a compliant and environment friendly manner.



Way Forward: Infrastructure Growth

End-to-end recycling helps cities and towns get the full benefit of the economic development and greenhouse gas reductions, as it thwarts the contamination of hazardous effluents emanating from E-waste, packaging and batteries to reach our ecosystem.

At RLG, we work diligently to educate stakeholders from all strata of the society on the benefits of righteous Waste Management and need to imbibe the knowledge in day-to-day operations. This process is termed as "Sustainable Infrastructure Planning".

Sustainable E-waste Management infrastructure planning involves at least four considerations, as hereunder:

 Capacity and size of needed infrastructure for the regional E-waste Management volume management

- Type(s) of infrastructure suitable for the region and in-line with the compliance norms
- Identification of perceived and potential environmental hazards and risks in conjunction with that infrastructure
- Ideal locations for the requisite waste management and disposal in environment friendly manner

Setting up of sustainable logistics value chain must go together with setting up of necessary infrastructure to process the waste collected.

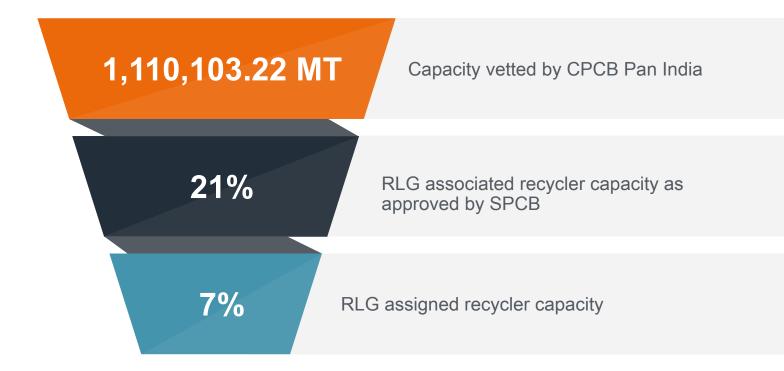
RLG India has processed around 18% higher volume of E-waste in FY 2020-21, vis-à-vis FY 2019-20, with the help of 31 authorized recycler partners across 11 states; in FY 2021-22, the processing/recycling is slated to be covered by select compliant regional partners – across 15 States/UT.



角

Way Forward: Infrastructure Growth

Planned Capacities for FY2021-22



Zone	RLG Approved Capacity - Zone-wise coverage spread (%)
North	62.19%
South	29.74%
West	8.06%
Grand Total	100%



角

Way Forward: Infrastructure Growth

Besides this, we will invite SPCB and Government authorities to acknowledge the awareness campaign and flag off various initiatives in their respective cities, planned for the greater good and greener environment.

We aim to bolster our collection mechanism further-more with better incentivization plans, "Connect N Collect" initiatives, mobile collection vehicles (canters), reverse vending machines, awareness and collection kiosks etc.

E-waste management can only be possible with adequate coverage of collection points and centres across India. As a responsible PRO, we aim to enhance our list of collection centres from our current tally of 36, with seamless coverage across all States/UTs.

Takeback portal has been curated to foster incentivized takebacks of E-waste from the doorstep of the seller/end-users.

The Clean to Green[™] on Wheels has already created an impact within few days of its launch; our mechanism to play a jingle in regional languages, seeking attention of populace and spreading awareness, as and when the vehicle runs through defined locations as per beat plans in a city, is drawing many dealers, retailers, RWAs, etc., towards the vehicle with E-waste, thus actively participating in the program.

Lastly, we aim to generate indirect employment of hundreds of people across various zones of India – drivers, helpers, aggregators, ragpickers, promoters, trainers, etc., who shall help us to sustain the 4PL asset light ecosystem that we have developed over the years.







RLG India's Key Sustainability Initiatives

Sustainability is at the core of RLG India's operations. With our vision to create a clean, sustainable and a waste free economy, our business objectives are aligned with the global Sustainable Development Goals (SDGs), which are reflected through our day-to-day work, operations, and initiatives.

Contribution to SDGs



Good Health and Well-Being

By ameliorating the overall management of E-waste in our country, we believe that we will be

able to reduce the potential risk of mismanagement of e-waste and its informal processing, thereby resulting in significant reduction in the number of deaths and illnesses emanating from hazardous chemicals, air, water and soil pollution, and such other detrimental modalities of contamination.



Decent Work & Economic Growth

Our robust and compliant business practices ensure end-to-end recycling of aggregated and

channelized E-waste in an environmentally sound manner. They also support the integration of informal sector leading to new employment opportunities and enhanced economic growth.



Industry Innovation & Infrastucture

RLG India ensures adherence to fully compliant processes as

defined under applicable rules while onboarding its material service providers,

logistics service providers, recycling service providers and collection centers, in order to achieve sustainability among various stakeholders with optimal resource utilization for increased efficiency. Our technological advancements have helped us to create the infrastructure where end-to-end load processing is strictly monitored in layers, and environmentally sound practices of recycling for all end of life products is duly ensured.



Responsible Consumption and Production

RLG India aims at improving the overall e-waste management in

India through its compliant operations, and regularly sensitizes stakeholders through various social media and mass awareness initiatives to promote sustainable consumption and production. These initiatives have been complemented by substantially reducing e-waste generation through prevention, reduction, recycling, repurpose, and reuse.



Climate Action

By ensuring safe and efficient e-waste recycling through its associated SPCB authorized

dismantling and recycling partners, RLG India ensures none of its partnered recyclers or dismantlers breach any environmental obligations or cause any adverse effect to the environment whilst performing their activities. Through our robust compliance audit checks we ensure the respective partners are operating well in permissible limit, and with key focus on various environmental aspects.





RLG India's Key Sustainability Initiatives



Sustainable Cities & Communities

RLG India ensures fully compliant and environmentally sound end

of life product processing. We put keen focus on formalizing the informal sector i.e., the backbone of waste management industry. RLG India has been continuously conducting awareness campaigns, training and workshops in order to make people aware of the hazards they are exposed to, while promoting them to adopt safe practices at work, thus ensuring better community growth. In the process of formalizing the informal sector for safe and efficient management of E-waste, we are trying to reduce the adverse per capita environmental impact of cities, by paying special attention to waste management and environment friendly recycling/dismantling.



Partnership for Goals

RLG India engages with multiple partners and stakeholders, to share knowledge and expertise

to enhance the management of E-waste in India

Ideology behind RLG India's Key Sustainability Initiatives

With ever evolving processes and our firm resolution to make India a waste free, clean and green economy, we ensure continuous contribution to the sustainable development goals. Our expanding horizons will surely add few more SDGs to this list in future; so, shall our persistent efforts and contributions towards the same.







Contact Us







1800-103-1460



www.rlgindia.in | www.cleantogreen.in



@CleantoGreen



@CleantoGreenindia



CleantoGreenindia

RLG Reverse Logistics India Pvt. Ltd.

Assotech Business Cresterra, Upper Ground Floor, Tower 1, Office No 007 & 008, Plot no 22 Sector - 135, Gautam Buddha Nagar, Noida – 201305

Registered Office -

RLG Reverse Logistics India Pvt. Ltd. 94, Pocket - 4, Sector 11, Dwarka, Delhi – 110075

Branch Office -

RLG Reverse Logistics India Pvt Ltd. No. 2B/85, MWP, Second Cross Street, KSR Nagar, Ambattur, Chennai – 600053

Branch Office -

RLG Reverse Logistics India Pvt Ltd. #34, 1st Floor, APJ Complex, 17th Cross, CMH Road, Lakshmipuram Ulsoor, Bangalore – 560008

Branch Office -

RLG Reverse Logistics India Pvt Ltd. Shop no -B2,B3, Bramhand Phase 3 CHS LTD. Near Swastik Park, Azad Nagar, off Ghodbunder road, Thane West 40060, Maharashtra