



# Sustainability Report 2019

## BPO Americas

iQor's sustainability program is focused on maximizing the positive environmental impact from its operations to achieve a sustainable business model and increase the value-add to our customers and the communities in which we work.



### Maximizing Product Life Cycles

Product Serviced in 2019:

# 9.1 Million



### Recycling to Reduce Demand on the Earth's Natural Resources

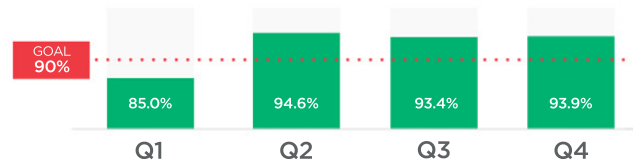
Total Recycling After 2019:  
7,197 Tons

Cardboard	Plastic	Metal	E-Waste	Wood
4,523	501	145	804	1,223



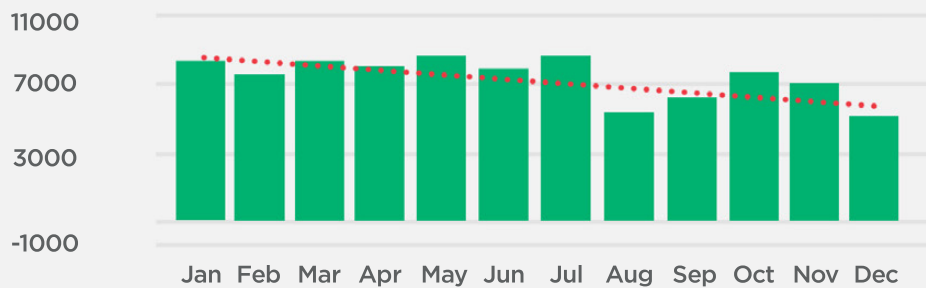
### Zero Waste Program

\*Zero Waste = % of total waste recycled vs. landfill (recycling/total waste generated)



### Carbon Footprint/Greenhouse Gas Emissions Program

PS Monthly CO2 Average Generation: 7,605 Tons



### Sustainability Highlights:

- 2019 RLA's Green Reverse Logistics Award
- Achieved TIA Gold Status
- Certified ISO 14001
- Achieved Sapphire Level in the Auto-Regulation Environment Program in Reynosa, Mexico

