



Memorandum

080726
5/26/09

TO: Environmental Concerns Committee

FROM: David P. Gorman, PE, Asst. Director of Public Works *DPG*

DATE: May 21, 2009

SUBJECT: 2009 Electronics Recycling Vendor Selection

Per the Committee's request, I had posed the following questions to VintageTech Recyclers, SSI Recyclers and COM2 Recyclers:

1. As the recycler shall provide all necessary labor (i.e. unloading, sorting, stacking, loading, hauling and cleanup) and it has been our experience that approximately a dozen workers are necessary to manage the station, please affirm your ability to staff the event properly based on your bid quote. Typical years have yielded about 1,000 vehicles and 39-64 tons of electronics. Volunteers shall only assist with traffic control.
2. Given the concern about proper and documented downstream handlers, please provide information on the stream of flow and the certificates that your company holds.
3. Please provide two references for other municipal collections that you have done using your own labor force.

Also per the Committee's request, I talked with Carol Stream (Matt York of the Public Works Department) concerning the performance of COM2 at their Recycling Extravaganza on April 25th. They collected 25,000 pounds of electronics between 9 AM and noon. They experienced some difficulties at the beginning of the event since COM2 arrived only 4 minutes prior to the start and they had only one truck. COM2 provided 4 workers and the Village provided approximately 8 employees to run the station, as agreed beforehand. The site was adequately cleaned afterwards.

COM2 also provided the Village of Oak Lawn as a reference so I called them. COM2 provided 4 workers that loaded pallets and the Village provided volunteers to unload vehicles. A total of 25,000 pounds were collected. The event ran smoothly although she was a bit frustrated that it had been two weeks since the event and there was still a pile of electronics to be removed from the Village property.

Cost Comparison:

(Estimates assume 60 tons total: 13.5 tons TV's (22.5% based on 2008 results) and 18 tons of monitors (30%) and 28.5 tons (47.5%) of other electronics.)

Vintage Tech:

- CRT TVs: The lesser of \$12 each or \$0.18/lb, not including any Samsung, Panasonic, Sharp and Toshiba TV's, which will be free based on an arrangement with those companies
- Monitors: Free
- Other Electronics: Free
- Proposed changes to Agreement: none

Cost estimate: $\$2,430 + \$0 + \$0 = \underline{\$2,430}$ (assumes half are from no-cost manufacturers)

COM2:

- CRT TVs: \$0.09/lb
- Monitors: \$0.09/lb
- Other Electronics: Free
- Proposed changes to Agreement: none

Cost estimate: $\$2,430 + \$3,240 + \$0 = \underline{\$5,670}$

SSI:

- CRT TVs: \$0.22/lb
- Monitors: \$7.50 each
- Other Electronics: 0.16/lb
- Proposed changes to Agreement: none

Cost estimate: $\$5,940 + \$18,000 + \$9,120 = \underline{\$33,060}$ (assumes 15 lbs/monitor)

Recommendation:

Staff recommends that the Committee select Vintagetech for the 2009 Recycling Extravaganza based on good past performance, lowest pricing and downstream handling.

DG:dg ECC Memo - May 09.doc

attachments: submittals from each company

Gorman, Dave

From: Gorman, Dave
Sent: Friday, May 01, 2009 3:28 PM
To: Gorman, Dave
Subject: Lombard Recycling Extraganza Electronics Recycling Bid
Attachments: Electronics Agreement-Draft.doc

Thank you for submitting price information for Lombard's Recycling Extravaganza on September 19th. The Village's Environmental Concerns Committee voted last night to table their vote on the selection of an electronics vendor until their May 26th meeting. The Committee has the staff to obtain concise responses from each of the vendors to the following questions:

1. As the recycler shall provide all necessary labor (i.e. unloading, sorting, stacking, loading, hauling and cleanup) and it has been our experience that approximately a dozen workers are necessary to manage the station, please affirm your ability to staff the event properly based on your bid quote. Typical years have yielded about 1,000 vehicles and 39-64 tons of electronics. Volunteers shall only assist with traffic control.
2. Given the concern about proper and documented downstream handlers, please provide information on the stream of flow and the certificates that your company holds.
3. Please provide two references for other municipal collections that you have done using your own labor force.

I am attaching the draft agreement form for the event. I sincerely appreciate your time and effort to provide information to the Committee for this selection. I fully expect the Committee to conclude this matter on May 26th and I will be in contact with you the very next day. Please call me if you have any questions.

David P. Gorman, PE
Asst. Director of Public Works
Village of Lombard
p: 630-620-5765
f: 630-620-5982
gormand@villageoflombard.org

ELECTRONICS RECYCLING AGREEMENT

This Agreement made by the Village of Lombard (hereinafter referred to as the "Village") and _____ of _____, _____ (hereinafter referred to as the "Recycler") on the _____ day of _____, 2009.

WHEREAS, the Village wishes to assist its residents in disposing of certain household electronic items that are recyclable but that cannot be recycled through curbside pick up; and

WHEREAS, on September 19, 2009, the Village will conduct a "Recycling Extravaganza" by inviting Village residents to bring those recyclable items that cannot be disposed of through curbside pick up to the Lombard Municipal Complex at 255 E. Wilson Avenue, Lombard, Illinois for pick up by an electronics recycler who will properly recycle the items; and

WHEREAS, the Recycler is engaged in the business of collecting items for recycling purposes and wishes to participate in the Recycling Extravaganza for its own benefit and profit.

NOW, THEREFORE, in consideration of the promises and covenants contained herein the Village and Recycler agree as follows:

Section 1: The Recycler shall participate in the Recycling Extravaganza by making at least two trucks, two drivers, one fork lift operator, one pallet jack and all necessary manpower available between the hours of 8 a.m. and 5 p.m. at the Recycling Extravaganza for the purpose of taking possession of, removing and disposing of, through recycling, electronics items that are brought to that location by persons wishing to have such items recycled.

Section 2: The Recycler shall take possession of, remove and dispose of the following items at no cost to the Village:

- (A) Computers & peripherals including PCs, mainframes, modems, printers, monitors, terminals, drives (CD, tape & floppy), plotters, mouse, keyboards, scanners, software discs & CDs.
- (B) Office equipment & products including telephones, phone systems, answering machines, typewriters, calculators, adding machines, fax machines, copy machines, pagers, shredders and postage machines.
- (C) Entertainment & visual equipment including VCRs, stereo equipment, cameras, camcorders, video game players and joysticks.
- (D) Miscellaneous items including humidifiers, power tools, all small appliances such as toasters, toaster ovens, blenders, blow dryers, curling irons, irons, electric knives and food processors.

Section 3: Recycler shall, after removing such items from the aforementioned location, legally dispose of them by approved recycling methods and may collect and retain any compensation paid for said items to be recycled.

Section 4: The Village agrees to pay Recycler an amount of \$_____ for each cathode ray tube television and \$_____ for each computer monitor collected at the Recycling Extravaganza. (*other items may be added as necessary*)

Section 5: The Village shall provide one fork lift to assist in distributing said items among participating recyclers at the Recycling Extravaganza.

Section 6: The Recycler shall indemnify and hold harmless the Village, their officers, agents, employees, successors and assigns from lawsuits, actions, costs (including attorneys' fees), and claims or liabilities of any character brought because of any injuries or damages received or sustained by any person, persons, or property on account of any act or omission, neglect or misconduct of the Recycler, its officers, agents and/or employees arising out of, or in performance of, this Agreement.

Section 7: A certificate of insurance must be provided for the following coverage for commercial general liability:

\$1,000,000	Bodily injury, each person, each occurrence
\$3,000,000	Bodily injury, aggregate, each occurrence
\$ 500,000	Property Damage Liability, each person, each occurrence
Statutory	Workers' Compensation
\$ 500,000	Employees' Liability, per occurrence

naming the Village and their respective officers, agents, employees, successors and assigns as additional insureds and stating that the Policy will not be cancelled or changed without providing thirty (30) day's prior written notice. Certificates of insurance must be presented to:

Village of Lombard
Attn: David Gorman, Asst. Dir. of Public Works
255 E. Wilson Avenue
Lombard, Illinois 60148

This Agreement is executed on behalf of the Village and the Recycler by the duly authorized agents of each.

FOR THE RECYCLER

FOR THE VILLAGE

By: _____

By: _____

Its _____

ATTEST:

ATTEST:

By: _____

By: _____

Its _____



ISO 9001
ISO 14001
OHSAS 18001

May 1st 2009

Mr. David P. Gorman, PE
Assistant Director of Public works
Lombard, IL 60148

RE: Proposal For Electronics Collection Event

Dear Mr. Gorman

This is with the reference of your email Date May 1st 2009.

1. Com2 will provide all the labor for loading, unloading, stacking, cleaning and sorting
2. Com2 will provide packing supplies like Gaylord boxes, pallets, battery & cell phone boxes etc.
3. Com2 will provide trucking for hauling the electronics from Event to our processing facility.
4. List of Downstream Partners (attached)
5. List of two Municipal Collection references where we provide our labor and services attached

These all services we will provide free of cost to village of Lombard.

If you have any questions please feel free to contact us.

Thanks

Saheem J Baloch
Vice President
Com2 Recycling Solutions.

Gorman, Dave

From: Karrie Gibson [vintagetech@sboglobal.net]
Sent: Thursday, May 21, 2009 12:02 PM
To: Gorman, Dave
Subject: Vintage Tech- Lombard Extravaganza 2009
Attachments: Vintage Tech Process flowchart Monitor and tv.pdf; Vintage Tech Process flowchart Printers Computers Misc.pdf; The e-Stewards Initiative The e-Stewards Certification Program.mht; Waste Material Management.pdf

Hi Dave,

Please find our responses for the committee attached, and as I mentioned on the phone, Vintage Tech and CRT Processing are certainly aware of the inconsistency some E-Waste generators use to protect their property. We highly recommend a thorough due diligence of the company claiming to recycle a customer's equipment. Because their customers' and employees personal Data is contained in printers, CPUs, copiers and other electronic devices, under HIPPA and Gramm-Leach Bliley Laws of course a should follow the equipment to a legal "end of life" destination. The Federal CRT Rule demands all business generators of EWaste are responsible for the proper destruction of Cathode Ray Tube video displays. This includes collection sights and event The fines can be \$27,500/day, civil penalties, even jail time. There is a loop hole for municipal and government entities, as long as they prove due diligence of the proper recycling.

I'm including our Waste Material Management form, along with our downstream process sheets for your information only. This information shows the material received and scrap weights after processing. Of course all municipalities and generators of E-Waste should be able to view a company's entire handling of their's or customers(collection drop offs) property.

PLEASE NOTE THAT ALL INFORMATION INCLUDED IS CONFIDENTIAL.

Responses to Committee

1. Vintage Tech will provide a minimum of 12 workers for the day of the event, who will be responsible for all of the unloading, sorting, stacking, loading, hauling, and clean up at the site.
2. Vintage Tech is OSHA certified and in the process of working on the ISO 14001 certification, and our downstreams are already ISO or Ban Cerified for the E-Stewards Certification Program (see attachment). Also, Vintage Tech won an award for having the "Best Electronics Recycling Program in 2008 " from the Illinois Recycling Association, and we have received almost \$300,000 in grants from the State of Illinois over the last 4 years.
3. References Below

REFERENCES

Lisa Kneller
Grundy County Office of Solid Waste Management
1320 Union Street
Morris, Illinois 60450
815.941.3214

Alison Giangrassie
Village of Oswego
Community Development Planner
113 Main Street
Oswego, Illinois 60543
630.554.3622

Marlin Hartman
Kendall County
811 West John Street

Yorkville, Illinois 60560
815.467.9201

If you have any further questions, please feel free to call.

Sincerely,

Karrie Gibson

Karrie Gibson

President

free 866-664-5212

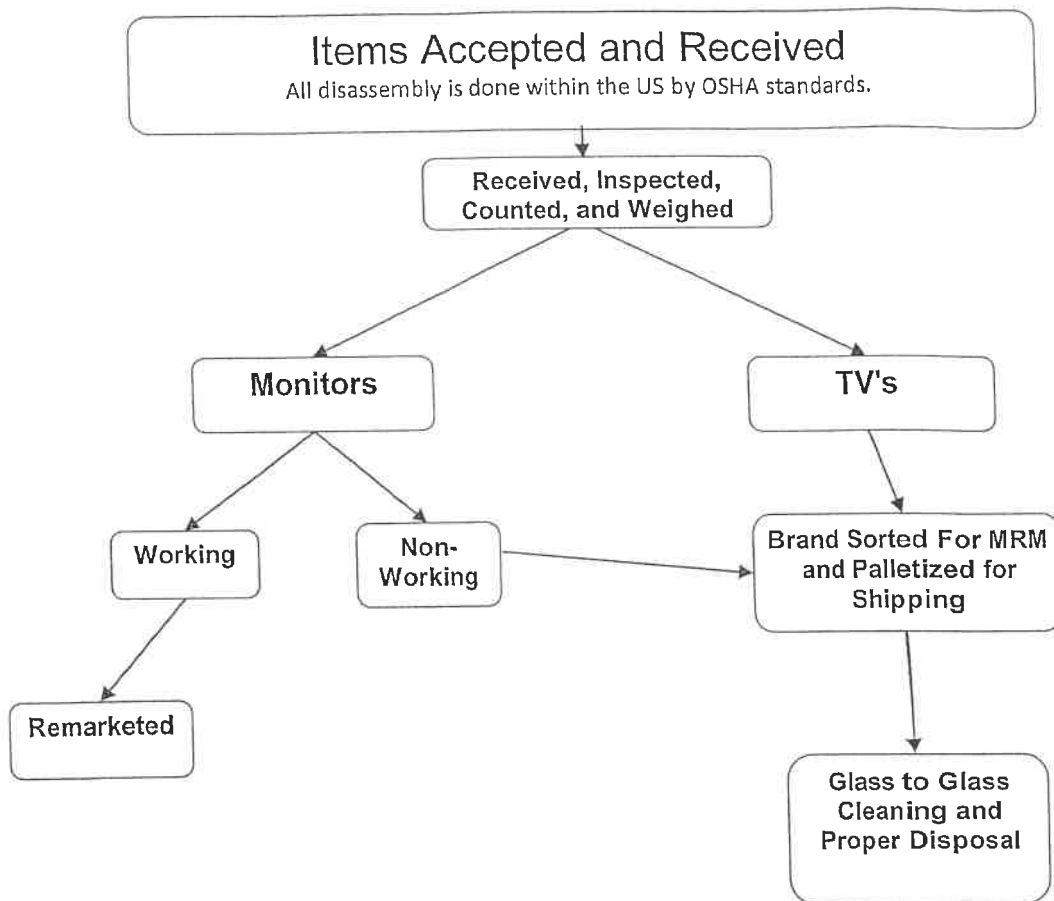
p 815-609-7013

c 630-640-1968

f 815-331-0411

www.vintage-techrecyclers.com

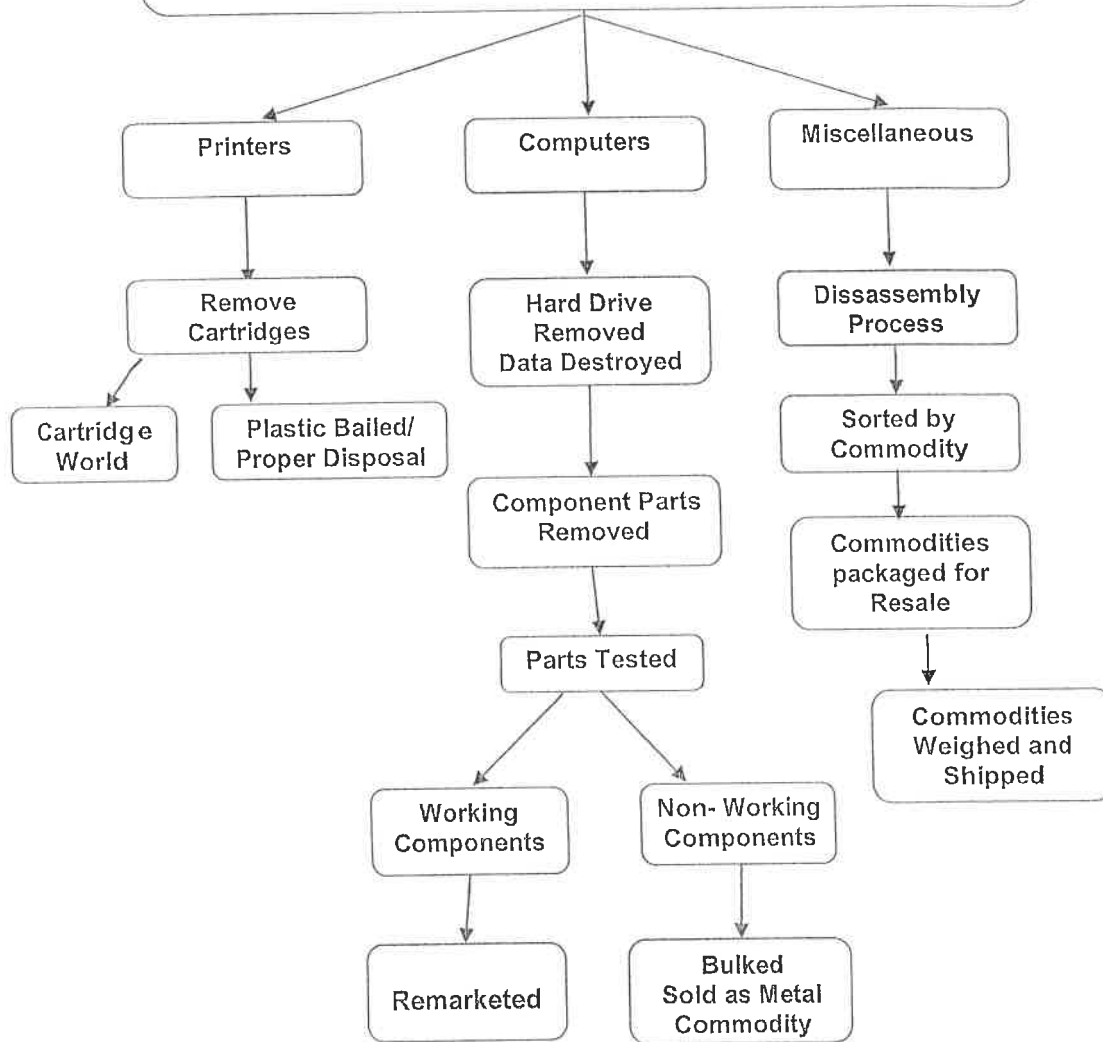
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VINTAGE TECH RECYCLERS, INC.

Items Accepted and Received

All disassembly is done within the US by OSHA standards.



Vintage Tech Recyclers Inc.

Waste Material Management

Materials Accepted for Management at Facility	Pounds Received	On-Site Treatment, storage and/or Management Methods	List ALL Waste Materials Generated by Facility operations	Pounds Shipped for Processing	Facility where treated processed wastes materials are shipped	Treatment and/or Management Method
CRT, CRT Devices, and TVs			Glass Cullet		Samsung HEG (Hankuk Electric Glass)	Commodity Reuse glass to glass
All Mixed Electronics			Ferrous Metal		Samuels	Recycle
					Recycling	

The e-Stewards Certification Program

In 2002, the Basel Action Network (BAN) and the Silicon Valley Toxics Coalition released the report and film entitled *"Exporting Harm"*, exposing toxic electronic waste ("e-waste") in China. A year later the groups launched a program designed to identify globally responsible recyclers. Recycler's Pledge of True Stewardship," and in 2005 documented the final disposition of equipment supposedly exported for reuse and re-entitled, *"The Digital Dump: Exporting Reuse and Abuse to Africa,"* where 75% of 'reusable' equipment received was useless waste. In 2006, TV News magazine "60 Minutes," and the resulting program revealed that the situation there had become far worse, with deadly toxic e-waste operations spread even further into the farmlands.

Unfortunately, the e-waste export crisis is worsening steadily as it continues to not only victimize communities and environments in developing countries, but also truly responsible recyclers in the industry through cost externalization, and the resulting unfair competition.

While the Pledge program has been very successful to date, it has become clear that a more rigorous, comprehensive program was needed. Industry leaders from those less scrupulous – a certification program that customers can rely on.

e-Stewards: The 'Gold Standard'

In answer to this pressing need, The Basel Action Network has now created an electronics recycling standard in conjunction with some of the world's leading experts in worker health and safety, and data security. Already hailed as the 'gold standard', the e-Stewards Standard for Responsible Recycling of Electronic Equipment is written with an international scope in mind and is consistent with international waste trade rules, social accountability, and international management system norms. Imbedded within the e-Stewards Standard is the complete set of requirements of ISO 14001 (for environmental management system requirements, Basel Convention and OECD trade rule compliance requirements, and industry-specific performance requirements). It will be a "one stop shop" for conscientious recyclers wishing to differentiate themselves from unscrupulous operators that have unfortunately proliferated in the industry. A guidance document is provided within the Standard to facilitate understanding and implementation of a management system that meets the requirements of the e-Stewards Standard, which must be met for certification:

1. The requirements of ISO 14001 must be met in full;
2. Health and safety system requirements, comparable to ISO 18001, specific to managing ewaste;
3. The principles in the global social accountability standard, SA 8000, must be met; and
4. Electronics recycling industry performance requirements must be met, including:
 - o Strict control of exportation of hazardous electronic wastes, in conformance with the Amendment to the Basel Convention and the Basel Ban;
 - o Safe on-site handling of hazardous e-waste and other problematic components and materials, as well as workplace toxins management;
 - o Accountability for the entire downstream recycling chain for the toxic materials;
 - o When data security services are offered, they must meet the NIST 800-88 Guidelines for Media Sanitization, and provide customers with a written data security policy;
 - o Clear requirements for legitimate re-use and refurbishment;
 - o Restrictions on disposal options for toxic materials and prohibition on use of prison and child labor;
 - o Minimum requirements for insurance provisions;

Certified e-Stewards will be able to distinguish themselves in the industry, providing customers with a high level of confidence that they are adhering to the highest principles of environmental stewardship, social responsibility, and international law.

Program Funding and Development

In order to fund the development of the certification program, BAN began charging a licensing fee in 2009 for those already qualified under the e-Stewards' name and logo. In addition, charitable foundations and a group of 14 recyclers, asset recovery companies, and e-Steward Founders' (listed at <http://www.e-stewards.org/>) provided gifts or grants explicitly for the development of the independently audited certification program.

Timeline

All aspects of the certification system will go through a final verification process in 2009, resulting in the first certifications and a full launch of the program in the latest.

For more information visit: <http://www.e-stewards.org/>

Basel Action Network
122 S. Jackson St., Ste. 320
Seattle, WA. 98104
Phone: 206.652.5555 Fax: 888.541.0728
Web: <http://www.ban.org/>
Email: inform@ban.org

REQUEST FOR PROPOSAL
Electronics Waste Collection and Recycling
For
Village of Lombard

Submitted by



Celebrating
12th Anniversary



IAER
Certified
Electronic
Recyclers®



NAID Electronic
Data Sanitization
and Destruction
Certified

A. EXECUTIVE SUMMARY

SSI understands the nature of The Village of Lombard's request and has performed the services requested for The Village of Lombard in 2004 & 2005.

SSI is well suited to assist The Village of Lombard with the collection and recycling of electronics at their annual Recycling Extravaganza Event.

SSI through its experience of managing major collection events over the past 9 years, will coordinate and put in place event procedures to effectively manage the large volume of patrons that are expected to attend the event. SSI will provide staff, supplies, equipment, and other necessary resources to collect electronics and recycle, reuse, or dispose of the large volume of electronic equipment that is expected to be collected.

Computers will be recycled within the United States. SSI recycles 98-99% of all electronics collected only certain packaging materials such as foam and packaging materials can not be recycled; all materials not recycled will be disposed of in accordance with applicable local, state, and federal laws

SSI will ensure that a policy and specific procedures are developed and implemented to ensure that any information stored in accepted electronic items remains confidential until it is erased or destroyed as described by its NAID data sanitization and destruction certification. (One 4 recyclers in the United States have received the stringent NAID Certification and SSI is the only one in the Midwest.).

SSI will collect and analyze data on the types of electronics collected, volumes and/or weights of

materials collected and processed for recycling and provide this information to Village of Lombard in a detailed report.

SSI due its' experience and the certifications secured, as listed below, will use those practices to implement and monitor the services committed to the Village of Lombard, use the Best Management Practices developed in the implementation of the contract and work closely with the Village of Lombard to make sure expectations are met.

- ☑ ISO 9001 Quality Management Systems
- ☑ ISO 14001- 2004: Environmental Management Systems
- ☑ International Association of Electronics Recyclers (IAER) Certified Electronics Recycler®
- ☑ National Association of Information Destruction (NAID): Certification on Electronic Data Sanitization and Destruction (**All the data from collected CPU's will be either shredded or sanitized adhering to Department of Defense (DOD's) Data Destruction Standard 5220.52M.)**

B. PROFESSIONAL QUALIFICATIONS, SPECIALIZED EXPERIENCE, CERTIFICATIONS & TEAM PROFILE

a. Company Profile Information

- (1). Legal Name of Firm: Supply-Chain-Services, Inc.
- (2). Headquarters Address: 250 W. North Avenue
- (3). City, State, Zip Code: Lombard, IL 60148
- (4). Web Site Address: www.supply-chainservices.com
- (5). Number of Years in the Electronics Recycling Services business: 12 years
- (6). Major Products and/or Services Offered:

Customized Electronics Recycling Services

- | | |
|--|--|
| ■ White Glove Services | ■ UPS/SSI Web Based Pick-up Program |
| ■ National Event Management | ■ Customer Requested Box Program |
| ■ National Storage and Pick-up Program | ■ Enhanced Marketing Support Offerings |
| ■ SSI Truck Pack | |

Electronics Recycling Service

- | | |
|---|--|
| ■ De-Manufacturing | ■ National/Global Recycling Program Management |
| ■ Material Recovery | ■ Shredding Service |
| ■ Parts Harvesting | ■ De-Installation Service |
| ■ Proper Hazardous Materials Removal & Disposal | ■ Adheres to R2 Best Management Practices |

IT Asset Management Service

- | | |
|--|---|
| ■ Asset Tracking (serial no. and asset ID no. capturing) | ■ Refurbishing |
| ■ Diagnostics and Functionality Testing | ■ Serial Number and Barcode Scanning |
| ■ Secure Data Erasure and Destruction | ■ Remarketing w/ Generous Net Revenue Sharing |
| ■ Operating System Removal and Reloading | ■ Donation Program Tracking |

Logistics and Transportation Management Services

- | | |
|--|-------------------|
| ■ Trailer Staging and Switching | ■ Pick-up Service |
| ■ National/Regional Logistics Management | ■ Warehousing |

Labor Service

- | | |
|-------------------|--|
| ■ De-Installation | ■ Packing, Moving, Loading and Unloading |
|-------------------|--|

Electronics Collection Event Management

- Pre-Event Planning and Coordination
- On-Site Event Management Service
- Transportation Management
- Recycling

(7). SSI's strategic plan for implementing Electronics and Recycling Services:

Our Project Plan methodology for the Village of Lombard Program will be as follows:

1. The first step would be to have an in-depth meeting with Village's management and recycling committee members in truly identifying their project objectives, challenges, problems, issues and long-term goals/objectives.
2. The second step is to brainstorm with Village's management to build a Best Practice Model to deliver the optimal results that they desire to achieve. We will go over with Village critical issues such as:
 - a) Overall strategies
 - b) Logistics Management
 - c) Information to be captured
 - d) Recycling Guidelines
 - e) Data Sanitization
 - f) Report Requirements
 - g) Invoice Requirements
 - h) Event Coordination
3. The third step is to set up step-by-step procedures and flowcharts tailored to Village's program
4. The fourth step is Training of SSI's staff and sub-contractors (such as transportation companies) of the procedures

(8). SSI's experience in providing Electronics Recycling Services for clients:

Supply-Chain Service, Inc. (SSI) is a leader in the electronics recycling industry. From the first day of its inception in mid-90's, the top management (one with a Ph.D. Degree in Material Sciences from the University of Illinois, other with a MBA Degree from Northwestern University) set a clear mission for the company: to provide a **Single Source Electronics Recycling Management Solution**. The clear vision has laid a foundation and infrastructure for the growth of the company.

SSI is one of the few electronics recyclers in the U.S. that have in-depth knowledge and capability in handling all types of electronics – practically “Anything with a Plug”. (Most of the electronics recyclers only process computer related equipment.) Our customers are in a wide variety of industries, ranging from consumer electronics, industrial electronics, telecommunications, medical/pharmaceutical electronics, laboratory/testing electronics to computers. This unique background has empowered SSI to accurately and efficiently recycle all types of electronics, such as:

- ◆ IT Systems: Main frame, server, CPU, monitor, printer, keyboard, mouse, etc.
- ◆ Office Equipment: Copier, Fax Machine, Calculators, Shredder, Mailing Machine. LCD Projector, etc.
- ◆ Transportation & Warehouse Equipment: Truck Satellite & Communication System, Truck/Airplane Control Panels, handheld PDAs, Printers, Scanning System, etc.
- ◆ Consumer Electronics: TV, Audio/Video System, Microwave, Small Appliances, etc.
- ◆ Industrial Electronics: Testing and Laboratory Equipment, Manufacturing Equipment, Workstation, etc.
- ◆ Telecommunication Equipment: Satellite System, Phones, PBX systems, cell phones, two- way radios, etc.

- ◆ Retail Store Equipment: Cash Register, Receipt Printer, Barcode Printer Scanning System, Scale, Monitor, etc.

b. Company Reference: & Client Profile Information

SSI has many customers throughout the United States. Since The Village of Lombard is a local governmental institution, we would like to provide references from local governmental institutions plus our sample profile of other recognized companies that SSI services.

Customer Name	Solid Waste Agency of Northern Cook County (SWANCC)
Address	2700 Patriot Blvd. Suite 110
City, State, Zip	Glenview, IL 60065
Telephone No.	(847) 724-9205
Email Address	mary@swancc.org
Contact Person	Mary Allen, Director of Recycling and Community Education
Service Provided	We provide the following services to SWANCC:

◆ Recycling Day Events jointly held with Motorola

SWANCC/Motorola event is one of the largest collection events in the United States. We have serviced this annual event since 1999. In October 2008, we collected over 250,000 lbs of e-waste in one day by using our own semi-trucks and 13 trailers. Our well-organized and efficient labor force serviced 2,500 cars in 6 hours.

◆ At Home Electronics Pick-UP Program:

Since 2007, SSI has provided home e-waste pick-up program for SWANCC. We service 23 villages under SWANCC. We were highly complimented by residents for this service. SSI has mastered the logistic and cost management for this service and we would like to expand this service beyond SWANCC's region, to other areas in Cook County.

Motorola's Reference Contact is:

Mary Ann Bliss
Senior Environmental Engineer
Motorola Mobile Devices Business
600 North US Hwy 45
Libertyville, IL 60048
Phone: 847-523-3705
Email: maryannbliss@motorola.com

Customer Name	The City of Chicago c/o CDM Environmental Consulting Firm
Address	125 South Wacker Drive, Suite 600
City, State, Zip	Lombard, IL 60606
Telephone Number	312-346-5000
Email Address	martelcm@cdm.com
Contact Person	Chris Martel

Project Description	SSI has managed several successful on-site recycling collection events for The Village of Lombard from 2003-2005. We have the capability of managing events at several locations simultaneous in one day. This high management capability is rarely possessed by other recyclers.
Customer Name	Village of Oak Park
Address	131 South Blvd.
City, State, Zip	Oak Park, IL 60302
Telephone No.	<u>(708) 358-5707</u>
Email Address	Rozmus@oak-park.us
Contact Person	Karen Rozmus
Project Description	SSI has managed several successful recycling collection events for the Village of Oak Park.

In addition to local governmental institutions, SSI also provides services to the following Federal Agencies and OEM clients:

✦ **US EPA**

SSI has provided services to EPA and other Federal Agencies since 2004 when it was chosen, out of 50 contenders, by the U.S. EPA as a prime contractor to provide electronics recycling services to all the Federal Agencies throughout the United States. Please see attached news release on this prestigious contract.

✦ **US Home Land Security**

We service all the Home Land Security facilities throughout the Midwest. The prime reason that the US Home Land Security uses SSI's service is that they have found we have the best Data Security Program among all the leading recyclers they audited.

✦ **US Forest Service**

We service over 800 locations throughout the U.S. for the U.S. Forest Service. Just like the Home Land Security agency, the US Forest Service has found SSI has the best Data Security Program among all the recyclers they audited. In addition, our national logistics management capability, in-depth recycling knowledge, excellent customer service and detailed reports are among other reasons that they selected SSI as the contractor for their huge electronics recycling program.

IMPLEMENTATION PLAN

SSI has extensive experience in assisting counties/cities organize electronics collection events. Our customers are impressed with the professionalism that we exhibited throughout the process. Our ISO quality methodology and procedures in ensuring successful events are as follows:

♦ Pre-Event Planning, Organization and Facility Management

- Site visits with Village of Lombard to determine the best location for the electronics collection
- Work with Village of Lombard on traffic flow routes, unloading and container staging locations and trailer staging location
- Work with Village of Lombard to cover pertinent logistics issues
- SSI has developed a comprehensive Electronics Collection Event and Facility Check List. It covers details of every aspect of the event, including:
 - **Manpower organization:** SSI will ensure proper staffing for the designated hours of operations and timely removal of collected electronics.
 - **Training of staff** on 1) helping unload equipment from patron's car with efficiency and good manners; 2) on-site sorting criteria and techniques; 3) Site cleaning criteria upon completion of event 3) procedures and material handling.
 - **Equipment:** fork lift trucks with sufficient power supply, pallet jacks, site cleaning equipment, etc.
 - **Supplies:** make sure that we have sufficient supplies such as: safety vests for every on-site staff, gaylord boxes, pallets, shrink wraps, first-aid items, etc.
 - **Transportation:** 1) allocate sufficient trailers and tractors for the event, including back-up ones in case volume exceeds Village of Lombard's estimation. 2) re-check the condition of each trailers and tractor, 3) establish trailer drop-off, switch and pick-up schedules
 - **Warehouse/Facility:** Assign staffs in the warehouse to: 1) support any emergency needs from the site, 2) ready to unload collected equipment in case volume exceeds Village of Lombard's estimation.
 - **Maps:** provide detailed maps and driving direction to the site. (SSI's staffs usually assemble at SSI first around 6:00am to ensure everything is in order.)
 - **Backup Plans:** backup plan is very essential in case volume exceeds Village of Lombard's estimation. The plan will entail extra manpower, trailers, truck drivers, supplies, gaylord boxes, pallets, etc.

SSI's operations management staff usually conducts 2-3 pre-event meetings to go over the check list. Once every item is checked-off, a successful collection event operation is ensured.

♦ Event and Facility Operations

- SSI's staffs and truck will arrive 45 minutes – 1 hour prior to the event to set-up.
- An SSI supervisor will ensure that signs, traffic cones, gaylords boxes, skids, packing space and trucks are well set up as per plan for the event.
- On-site supervisor will monitor the event and give appropriate instructions to on-site staffs to make quick adjustments in view of traffic, volume and the types of equipment collected.
- The SSI supervisor will keep close coordination with SSI's operations manager, truck drivers and supporting warehouse staff to ensure smooth on-site and logistic operations
- On-site supervisor will ensure that the site and/or facility is cleaned upon conclusion of the event.

♦ Post Event Processing

- Upon returning to SSI's facility, SSI's receiving staff will unload the material from the trucks. Each skid or gaylord box will be weighed. All the pertinent information such as receiving date, truck number, agency names, Bill of Lading numbers will be recorded into SSI's robust information software (SSI TrackIT) for accurate record keeping.
- SSI's processing staff will de-manufacture received equipment in accordance to our ISO procedures. Combination of manual and automated processing technique will be employed.
- SSI will perform either shredding or data sanitization to hard drives to ensure that all patron's confidential information will be destroyed. This will also mitigate Village of Lombard's liability.
- Upon de-manufacturing, all raw materials (ferrous and non-ferrous metal, plastic, CRT tubes, circuit boards, and batteries) will be properly sorted and ship to approved secondary processors for material reclamation.
- SSI's operations staff will record pertinent information into SSI's database

♦ Reports

SSI is renowned for its comprehensive report to customers. Our reports will empower Village of Lombard management to provide impressive analysis to the city executives and residential communities.

SSI's reports include:

- Detailed Equipment Breakdown Report by each trailer load:
We will report the gross weight by each equipment group:
 - **CPUs**
 - **Computer Peripherals:** keyboard, mouse, hard drives, etc.
 - **Monitors** (weight and quantity)
 - **TVs** (weight and quantity)
 - **Consumer Electronics:** audio equipment and devices, small appliances, game machines, etc.
 - **Telecommunication Equipment:** phones, cell phones, answer machines, etc.
 - **Office Equipment:** printers, scanners, copy machines, mailing machines, shredders, etc.
- Financial Summary Report- Summary of key financial information for all the trailer loads of equipment collected to provide an overview snapshot of what was collected during each billing period.
- Certificate of Recycling/De-Manufacturing

PROCESSES TO ENSURE ENVIRONMENTAL STEWARDSHIP & COMPLIANCE

I. Overview of De-manufacturing and Recycling Process

SSI performs detailed de-manufacturing tasks and separate materials into over 50 major and sub material categories. All the processed raw materials will be sent to audited and approved downstream processors for further processing and recycling. All the downstream processors were audited and approved by SSI's management as part of our ISO procedures. This process will assure that no material goes into the ground and nothing pollutes the air. It is SSI's goal to keep our environment safe and clean.

In general, the major material categories are:

Non-Hazardous:

- ◆ Ferrous Metal: steel, stainless steel, etc.
- ◆ Non-Ferrous Metal: aluminum, copper, etc.
- ◆ Plastic: ABS, ABS/PC, PS, PC, PVC, Vinyl, etc.
- ◆ Packaging Material: foams, shrink wrap, peanuts, etc.

Hazardous: SSI works closely with our or customers' approved downstream specialty processors to ensure safe and appropriate handling of all items

- ◆ Batteries
- ◆ CRT Glass
- ◆ Circuit Boards
- ◆ Lamps
- ◆ Toner

II. SSI Follows EPA's Responsible Recycling (R2) Standards for Electronics Recycling

SSI's leadership in the industry is well-recognized by the U.S. EPA and was invited by the US EPA to be a small elite group member to develop the Responsible Recycling (R2) standards for the entire electronics recycling industry. SSI's owner Jade Lee was instrumental in establishing the important benchmark standards for the selection of responsible electronics recyclers. SSI was selected to be a R2 pilot testing site. The auditor concluded that SSI was exceeding the standards that were benchmarked.

R2 has more stringent standards than that of ISO 14001. In other words, if a recycling facility only has ISO 14001 certification, it is not enough as ISO 14001 does not cover the following key requirements as prescribed by EPA's R2 standards:

- ◆ Focus Materials (circuit board, CRT glass, battery, lamp and toner) Management
- ◆ Export Control Management: (SSI strictly follows and monitors international laws to ensure compliance with the governing laws. Import facilities must have an in-country Import license and be validated by the U.S. EPA with the authority of Competency of the import country)
- ◆ Compliance with EPA's latest **CRT Rules** published in 2007
- ◆ Downstream Processor Due Diligence
- ◆ Data Security Management
- ◆ Environmental Management System

- ◆ Health, Safety and Security Management
- ◆ Facility and Personnel Security Management, etc.

III. Environmental, Health, and Safety Management System (EHSMS) for Recycling

SSI has detailed procedures written into our ISO-rized procedures on:

- ◆ Environmental Management
- ◆ Health
- ◆ Safety
- ◆ Security
- ◆ Recording Keeping
- ◆ Management Review

SSI received its ISO 14001, 9001, IAER and NAID certifications. Every certification requires evidence of our EHSMS system. We always passed with high scores.

SSI focuses all the safety issues of our employees. They have to wear protective clothing and our EHS Manager regularly conducts a variety of trainings. For example: when our staff processes monitors and TV's, they must wear a special full protective clothing to cover their head, body and all the way to their shoes. They also have to wear cut resistant KEVLAR gloves, respirator and face shield. When our staff retrieve toners, they are immediately stored in a gaylord box with cover. All staff must wear special face mask/respirator and cut resistant.

We are regularly being audited by our current and new corporate customers. They all send their top environmental management to audit us. Many, including 4 EPA auditors prior to awarding SSI the prime contract, complimented that we have one of the best EHSMS management systems. It is our goal to constantly improve ourselves in this area in order to protect our environment, customers as well as staffs.

IV. How SSI Handles Mercury removal, CRT's, Circuit Boards, Batteries etc.

SSI fully understands the necessity and responsibility of being an Electronics Recycler which separates SSI from recyclers is their capability in managing the "Focus Materials". As per EPA R2, the "Focus Materials" include the followings:

◆ CRT Glass:

It is critical to comply with EPA's latest **CRT Rules** published in 2007. Recyclers must show The Village of Lombard evidence of submitting documents to the US EPA on CRT glass disposition method and the name and address of the entities where CRT glass is sent for recycling. If the entity is in a foreign country, EPA needs to verify with the authority of competency of the foreign country to ensure that this entity has a valid import license. SSI sends its CRT glass to the best CRT glass re-manufacturing plant Samsung in Malaysia. We have complied with all the requirements stipulated in the CRT Rules and has received EPA's approval document. (see attached)

It is very important that the recycler The Village of Lombard employs must show the evidence of compliance with the CRT Rules. Otherwise, the City may be subject to violation of the law.

◆ Circuit Boards

The proper disposal and handling of Circuit boards is a major issued that has been argued in the R2 small group discussions. It was one of the key reasons that caused a 2 year debate and intensive negotiations. As circuit board contains hazardous components such as lead, cadmium and chromium, it has to be dealt with

in a strict environmentally responsible manner. Most of the recyclers send the circuit boards to brokers which end in the 3rd world country. This violates the Basel Convention rules and international laws.

Another critical point for processing circuit board is that some large recyclers with shredding systems, such as the one that HP uses, they do not take circuit boards out before shredding. The processing boards usually have volatile and hazardous lithium battery on it. If not removed before shredding, it will make the whole shredded material as hazardous waste. In addition, it could cause fire hazard during the shredding process. In the R2 document, U.S. EPA specifically demands that batteries and lamps (from laptop and flat panel displays) should be removed prior to shredding. This was argued by HP's contractor Sims Recycling so they can save labor cost.

However, EPA did not concede. Therefore, it is also very important for The Village of Lombard to make sure that shredding operations remove batteries and lamps before shredding.

SSI has a lot of major global OEM customers (i.e. manufacturers). The circuit boards usually contain proprietary and confidential information. Therefore, it is important that we use the best refiners to ensure total destruction in the most environmentally sound manner.

SSI sends all its circuit boards to the world's best refiner, Umicore in Belgium, which is in a developed OECD country allowed by the Basel Convention. We also have on file Belgium government's import license issued to Umicore. (This is required by R2.) Umicore is ISO 14001 certified. It has passed SSI's audit based on its stringent environmental guidelines and processing procedures, as well as its management capability in handling hazardous materials. Before sending the circuit boards to Umicore, all the volatile lithium batteries on the processing boards are removed by SSI.

◆ **Batteries**

SSI has well-organized Battery Processing Procedures in our ISO documents. Batteries retrieved from de-manufacturing or remarketing process have to be managed as per the stringent procedures. We tape all the lithium batteries, 9 Volt batteries, etc. They are stored in fire proved containers with liners. We have audited and approved several battery re-manufactures in the U.S. for recycling different types of batteries.

◆ **Lamps**

Lamps are usually retrieved from copiers, fax, multifunction units, laptops and flat panel displays. We use the best lamp recycler Earth Protection Services, Inc. (EPSI) to recycle all of our lamps. We purchase their lamp specific containers/boxes (US DOT approved) and put all the lamps inside the containers secured with special packing tapes before shipping.

◆ **Toner**

Toner is a material that many recyclers do not know how to handle. Since toners are in many printers and copiers, The Village of Lombard can not take this issue lightly and must make sure that the recycler selected has a solid program in handling toners since it has significant health and safety issue. Since SSI services several major global copier manufacturers, SSI has established a stringent health/safety and processing procedure in managing toners. When our staff retrieve toners, they are immediately stored in a gaylord box with cover. All staff must wear special face mask/respirator, cut resistant gloves.

We send the toners to the best waste-to-energy incinerator Covanta Energy for disposition. (Toner can not be recycled at the present time. We hope a new technology can be developed in the future to recycler toner.)

V. SSI Downstream Vendors and Processes

SSI has instituted in our ISO procedures a stringent downstream due diligence process as prescribed by the EPA's Responsible Recycling (R2) standards. We have developed an in-depth audit forms for the downstream to fill out. Our audit team will also perform on-site audit to validate the information in the areas of environmental, health, safety, security, data destruction and material handling methodology. We only use downstream processors approved by our management or corporate

customers' environmental department.

The downstream material processors that SSI uses are as follows. Every one was fully audited by SSI's Environmental and Health Safety Manager and Vice President of Operations.

Material	Secondary Material Processor
Steel	▪ Metal Management, Chicago, IL
Non-Ferrous	▪ Metal Management, Chicago, IL
Circuit Boards	▪ Umicor, Belgium
CRT Tubes	▪ Samsung/Corning, Malaysia (There are only a few CRT glass manufacturing plants left in the world and none of them are in the U.S. Samsung's manufacturing plant is one of the best in the world now.) ▪ SSI has filed with EPA all the required documentation as per CRT Rules published in 2007 ▪ SSI has on file of Malaysian government's import license issued to Samsung/Corning
Plastics	▪ Parc Corporation, IL ▪ Noble Recycling, FL
Battery	▪ Toxco (California and Ohio) ▪ Battery Solution (Michigan) ▪ Rechargeable Battery Recycling Corporation (RBRC), Atlanta, GA
Lamps	▪ Earth Protection Services, Inc., HQ in AZ
Toner	▪ Covanta Energy (Waste-Energy Incinerator), HQ in NJ

VI. Tracking the Material Flow Through the SSI Facility.

SSI uses robust information system to manage inventories. We also use barcode system to identify incoming shipments and each asset to be remarketed. Our impeccable tracking system enables our staff to perform accurate asset tracking tasks. (Please see below for more detail.)

It is our standard procedure to remove property tags for our asset recovery services.

All of our racks and shelves are bar-coded. All the inventory is assigned to specific location code to allow us manage the inventory and movement status of processed materials. We have dedicated inventory control staff to constantly record and monitor the in and out of each inventoried item and/or pallet from each location.

Cycle counts are also performed as per our pre-set time interval to ensure accuracy recording in our system.

Upon receipt of each shipment, all pertinent shipping information (receiving date, Bill of Lading No., carrier, ship from party, total pallets and per pallet weight) information will be entered into our database.

Every gaylord/pallet will have a bar-coded Pallet ID label. This is to track the movement of every

incoming shipment.

When the pallets move to asset recovery area, we will apply SSI's internal tracking label (with bar-code) to allow us to track each asset throughout the entire process.

Our standard reports include the following documents:

- ❖ Material Breakdown Report on Per Trailer Load Basis: This detailed report captures all the critical information for each trailer load of equipment, including:
 - 1) Receiving Date
 - 2) B/L No.
 - 3) Processing Date
 - 4) Material or Equipment Breakdown and respective weight
 - 5) Service charge details
- ❖ Financial Summary Report: This report provides a summary on key financial information of all the shipments received during each billing period. It gives our customer a glance-at-once overview of the key data on monthly or bi-monthly basis.
- ❖ Certificate of Recycling/De-Manufacturing

VII. Data Destruction and Sanitization

SSI performs stringent data destruction tasks to CPUs, servers and hard drives. One of our corporate customers (a Fortune 100 Insurance Company) sent our data erased laptops to their forensic lab for testing and verified that all the data in every laptop was 100% erased.

There are several methods to ensure destruction of confidentiality of data information:

- ❖ Shredding of hard drives or
- ❖ Data Sanitization

SSI's IT Department has established a stringent set of procedures for data sanitization adhering to the Department of Defense (DOD) specifications 5220.22-M for data destruction.

SSI is the only company in the Midwest that have received the prestigious NAID (National Association for Information Destruction's) Data Sanitization and Destruction Certification.

(Nationally, only four companies have received NAID certification.) NAID also randomly selected hard drives from our sanitized hard drive inventory and sent to their forensic lab for testing. All the data in every hard drive was 100% erased. NAID also has stringent requirements on personnel background checking and drug testing, transportation security, processing procedure security and facility security measurements. It is a certification very hard to obtain.

VIII. SSI Policy on Exporting and Landfill Disposal of the Collected E-waste

SSI's Export Management Policy adheres to the R2 standards. We do not export to non-OECD countries. The two materials that we export are (CRT glass to Samsung and circuit boards to Umicore in Belgium); we have filed necessary documents with the US EPA and have on file copies of their import licenses.

IX. SSI's Approach to Electronic Waste Collection, Recycling and Disposal.

SSI provides complete recycling services to many major electronics manufacturers in the consumer electronics, industrial electronics, office equipment, instrumentation electronics and medical electronics industries. SSI possess exceptional knowledge and skills in identifying the best approach

to recycle a wide variety of equipment so optimal material recovery rate can be achieved. SSI is the only company in the recycling industry that has a management staff with a Ph.D. degree in Material Sciences.

SSI uses a combination of manual de-manufacturing and automated shredding system to accomplish the material recycling tasks. All hard drives will be damaged or shredded.

In addition to de-manufacturing and shredding, SSI also provides several value-added services:

- ◆ De-installation: SSI helped many large technology leasing companies de-install equipment for off-leased equipment at their customer's sites or when they re-locate their offices or factories. In addition to skill labors, SSI uses its own fleet of trailers and tractors. This capability significantly reduces logistics and labor costs for SSI customers.
- ◆ Parts Harvest: SSI's parts harvest service is perceived as a very valuable service to several OEM customers as the parts are critical to their timely maintenance and re-manufacturing services. For example, one customer requested us to retrieve 50-100 parts from a wide variety of equipment they manufactured. We not only have established very detailed procedures and training programs for our staff, but also used our inventory management system to control the parts inventory. All the circuit boards and delicate parts are well packaged to avoid damages during transportation. Our customer is very satisfied with our well-organized and accurate services
- ◆ In addition to SSI's own re-marketing channels, SSI also has established strategic alliance with several leading on-line auction/liquidation service providers. Their extensive global reach helps us to re-market items timely and expeditiously.
- ◆ In preparation for remarketing, SSI performs inspection, testing, repair/refurbish and component/parts (hard drive, floppy drive, cooling fans, etc.) harvest tasks as required.
- ◆ All the corporate asset tags will be removed.
- ◆ SSI performs stringent data erasure task (as per DOD 5220.22-M specification) to CPUs, servers and hard drives to be re-marketed. One of our corporate customers (a financial institution) sent our erased laptops to their forensic lab and found data in every laptop was 100% erased.
- ◆ SSI performs operating system removal and installation services
- ◆ SSI has instituted attractive revenue sharing program

X. What Makes SSI Different?

SSI possesses several unique capabilities and qualifications that set us far apart from our peers in the industry:

- ◆ **SSI is the only recycler in the United States that holds 4 key industry certifications (ISO 14001, ISO 9001, IAER Certified Electronics Recyclers, and NAID's Data Sanitization and Destruction Certifications).** This unique credential demonstrates that SSI has a well run organization. By employing SSI's service, The Village of Lombard can rely on SSI to deliver its objectives and goals while greatly relieving it from environmental and data security liabilities. The value of SSI transcends project cost issues.
- ◆ SSI is one of the very few recyclers in the U.S. that have capability in processing all types of electronics, not just IT equipment..
- ◆ SSI can provide a Turn Key Solution in managing transportation, labor, information capturing, recycling and remarketing. SSI has a unique capability and process in understanding customer's needs and wants and deliver them for our customers.

- ◆ SSI provides the most comprehensive reports in the industry. This report system will empower The Village of Lombard management understand the details of their asset disposition. It will also help The Village of Lombard meet all the report requirements. We can customize any reports that The Village of Lombard desires. This is a capability that many recyclers do not possess.

SSI has strong IT capability. We use cutting edge information system to manage, monitor, track and control our operations. We are also equipped with exceptional capability to provide in-depth analytical reports to customers. SSI can work with the Village of Lombard on any system integration issues and utilize technology to effectively manage the recycling and sustainability accomplishments.

Key Personnel

An experienced project management team is the key to the success of the program. The management staff that will be actively involved in the Project is as follows:

Jade Lee, MBA, President

As the owner of the company, Jade Lee will personally oversee the project at the Executive Level. She will work closely with the Operations and Sales Department to make the Village of Lombard project a successful one.

Jade brings extensive experience in corporate marketing and sales. Her background in working at Fortune 100 companies such as Baxter Healthcare International has helped SSI effectively identify and meet the needs of its corporate customers. Jade is responsible for SSI's business strategy positioning. In addition to leading the sales and marketing department in communicating with customers, Jade works closely with the Operations Department to strengthen SSI's infrastructure in hardware, software, facility expansion plans and logistics channels so SSI is well-positioned to help our customers meet the ever-changing challenges in the marketplace.

Jade is a well respected author and speaker. Her highly acclaimed white papers on Reverse Logistics "Strategies to Optimize ROI Through Effective Reverse Supply Chain Programs" and "Critical Issues in Establishing a Viable Supply Chain/Reverse Logistics Management Program" were published and presented at the IEEE conferences in 2002 and 2003. Jade has in-depth knowledge of the electronics recycling industry and is well connected with recyclers, governmental institutions such as US EPA, OEMs, and academia.

She is a Board Member of the electronics recycling industry's association, International Electronics Recycling Association (IAER) based in New York, along with IBM, Xerox and HP. She also served as the Program Chair of the 2004 IAER Electronics Recycling Summit jointly held with IEEE in May at Scottsdale, Arizona. Jade received her MBA degree from Northwestern University's Kellogg Graduate School of Management in Evanston, IL.

Douglas Lee, MS, Vice President of Operations

Douglas will assume the responsibility of the Village of Lombard Project Director functioning as the designated SSI liaison with the Village of Lombard. He will ensure that we implement the Village of Lombard project smoothly, timely and successfully. He will hold weekly meeting to monitor the project status and strengthen the communication among SSI's various departments. Issues and problems will be resolved collectively in the meeting.

Douglas brings over 15 years of corporate operations management expertise to SSI. He is responsible for implementing and monitoring SSI's "ISO-rized" operational policies, procedures, trainings and productivity performance standards. Douglas also makes sure that SSI follows customers' instructions and all the applicable Federal, State and Local regulations. Douglas is also responsible for managing SSI's IT team in developing the state-of-the-art Reverse Logistics and Asset Tracking Management software *SSI TrackIT* with his information system staff and consultants.

Since Douglas joined SSI in 2003, at the critical transformation stage, SSI has made significant improvements under his leadership. He impresses our customers and staff with his exceptional ability to develop detailed project implementation strategies, procedures and flowcharts. Douglas also re-engineered SSI's policies and instituted accountability and incentive systems as well as staff training programs so our employees are motivated to keep abreast of the industry's trend and dare to take new challenges. This strategic capability has laid a solid foundation for SSI's future growth. Douglas received his Master of Science degree from University of Florida in Gainesville.

Mario Olea, Manager, Operations Department

Mario possesses exceptional knowledge in electronics recycling. His in-depth comprehension of material properties and de-manufacturing technology has helped SSI achieve significant operational efficiency. For each new project, Mario leads his staff and secondary material processors to perform time study and material recovery costs. His analysis has helped SSI derive a most clear and competitive pricing structure. Many of SSI's corporate customers are impressed with Mario's keen ability to develop innovative operational methodology to meet stringent demands efficiently and cost-effectively. In addition to the operations staff, Mario also manages SSI's own transportation fleets and outsourced logistics carriers with his transportation scheduling staff. He has thorough understanding of moving large and small quantities of electronics equipment across the nation. With Mario's expertise, SSI is well-prepared to manage every operational and logistics challenges of the Village of Lombard Project.

Mario also possesses a rare quality in providing the highest services to our customers. He often went over and beyond to help customers solve critical problems. Almost every major customer had thanked SSI many times for Mario and his team's excellent services. They often told Jade that "SSI is very lucky to have such a precious gem" in our management team. Indeed, Mario is the shining gem that binds SSI with its loyal customers.

Anshuen Luo, MS, Manager, Information Technology Department

Anshuen's high capability in information technology has helped SSI enrich its robust Reverse Logistics Asset Tracking software ***SSI TrackIT***. His ability to generate in-depth analytical reports is especially appreciated and complimented by SSI's customers. Anshuen is not only intelligent technically; he is also visionary in building a solid IT management infrastructure and procedures at SSI. Anshuen works closely with SSI's IT consultants to jointly building and enhancing the robust ***SSI TrackIT*** software that not only meets but exceeds our customers' challenging demands. Anshuen will play a critical role in the Village of Lombard project. He will make sure that SSI can efficiently, accurately, expeditiously and cost-effectively manage customers' demands by using intelligent software and hardware tools. He will also be responsible for managing technicians for the Asset Recovery Operations. Anshuen received his MS degree from the University of Illinois in Chicago.

Grace Lu, MBA, Manager, Accounting and Report Department

Grace is responsible for generating in-depth material and analytical reports that sharply differentiate SSI from other service providers. SSI's detailed reports have won high compliments from many customers for her analytical skills and expertise in developing in-depth reports. Grace will capture the information collected and prepare the reports necessary to help the Project Manager track all the pertinent information.

Grace works closely with the operations department to conduct time study, monitor productivity performance and brainstorm innovative ways to enhance efficiency so we can pass savings on to customers. Grace also works closely with the Sales Department to understand customer's problems, issues, needs and requirements. She helps SSI's management develop creative solutions to meet our customers' demands. Grace received her MBA degree in Finance from the University of Illinois in Chicago.

Norm Peplow, MS, Manager, Quality Assurance Department

Norm brings over 20 years experience in quality assurance to SSI. Prior to joining SSI, he worked as the Quality Assurance Manager for Cooper Lighting Corporation and helped the company receive ISO 9001 certification for two of its large manufacturing plants. Norm's expertise has helped SSI establish solid quality and environmental systems. His leadership enables SSI to pass a

rigorous ISO 14001 and 9001 ISO certification audit in April 2004. Norm will continue to train SSI's staff and lead the company's effort in continually improving both quality and environmental systems so we can provide the best-of-class services to our customers.

Norm is a determined person. All of us, including owners, clearly understand that he "means business" when he laid down his demands. This determination pushed SSI to raise bars and accomplish all the necessary tasks for the ISO certifications.

Angelika Escamilla, Office Administrator

Angelika will be responsible for the coordination of logistics for the Village of Lombard project. She will work with the Operations Department closely to make sure that the logistics is being handled smoothly and effectively. She is not only methodological and detail-oriented, but also very accurate in tracking all types of critical information.