Agenda

• Recleim Overview
• Implementation Overview
• Concluding Remarks
Who is Recleim?

Founded in 2012 to revitalize a dying industrial town, Recleim combines innovative, next-generation recycling technology with unsurpassed regulatory and logistical expertise.

Firmly established as the industry leader in appliance and related electronics recycling, Recleim operates in 20 states.

Recycling technology unmatched in North America

Top Environmental Services Companies

#1

#456

2017

Inc. 5000
What We Do

Re克莱姆提供三种服务：
1. 收集/运输
2. 去制造，回收和商品销售
3. 客户参与和忠诚度
Recleim oversees the transportation of appliances from customers’ homes and retailers to plant locations across the country.

Recleim leverages its own resources, as well as the resources of its extensive network of vetted logistics partners, to service clients from Maine to Miami.

As a trusted service partner to the largest manufacturers, retailers, and utilities in the country, Recleim has a proven track record of ensuring the logistical operation always delivers.
De-manufacturing Technology Unmatched in North America

The power of de-manufacturing

**Oil** is extracted with refrigerants using a specialized sealed system. It is separated, cleaned and reused in industrial equipment.

**Refrigerant** is extracted with oil using a specialized sealed system. It is separated and destroyed on-site in a closed-loop system using a catalytic process.

**Glass** can be recycled and used as an aerator in potting soil and aggregate material in certain types of concrete.

**Foam Insulation** is shredded with the shell of the appliance and all of the gases are collected. The foam is pulverized into a powder and pelletized. Greenhouse gases and Ozone Depleting Substances (ODS) that were used as blowing agents are destroyed on-site through a catalytic process.

**Mercury Containing Devices** are removed and shipped to a qualified handler for proper destruction.

**Plastics** can be recycled into products such as cell phones, computer cases and other molded components.

**Metals** are shredded and separated by type. The steel can be recycled into products such as construction rebar, the copper can be used to make electrical wire and the aluminum can be used to make beverage cans.

This process applies to refrigerators, freezers, ranges, cooktops, ovens, dishwashers, washers & dryers and HVAC units.
Avoided CO2e Potential for CFC Containing Refrigerator or Freezer

<table>
<thead>
<tr>
<th>CFC destruction</th>
<th>lbs/unit</th>
<th>GWP*</th>
<th>Tons CO2e</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFC-11 (foam) destruction</td>
<td>1</td>
<td>4,680</td>
<td>2.1</td>
</tr>
<tr>
<td>CFC-12 (refrig) destruction</td>
<td>0.5</td>
<td>10,720</td>
<td>2.4</td>
</tr>
<tr>
<td>Total Metric Tons of CFC-related CO2e per unit</td>
<td>4.6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CO2 lbs/kWh (est)

<table>
<thead>
<tr>
<th>Coal</th>
<th>Nat Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 lbs/kWh</td>
<td>1 lbs/kWh</td>
</tr>
</tbody>
</table>

Energy Savings ~5,600 net lifetime kWh**

<table>
<thead>
<tr>
<th>Metric Tons CO2 Avoided Energy</th>
<th>11,200</th>
<th>5,600</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFC Tons CO2e</td>
<td>4.6</td>
<td>2.5</td>
</tr>
<tr>
<td>TOTAL Tons CO2e/Unit</td>
<td>9.7</td>
<td>7.1</td>
</tr>
</tbody>
</table>

*Global Warming Potential = multiple of CO2 impact (Source: USEPA)

**700 net kWh/year x 8 year measure life = 5,600 lifetime energy savings

Typical Refrigerator Composition

<table>
<thead>
<tr>
<th>Material</th>
<th>Weight (lbs)</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ferrous Metals</td>
<td>101</td>
<td>50.5%</td>
</tr>
<tr>
<td>Non-ferrous Metals</td>
<td>7</td>
<td>3.3%</td>
</tr>
<tr>
<td>Plastic</td>
<td>45</td>
<td>22.5%</td>
</tr>
<tr>
<td>Compressor</td>
<td>18</td>
<td>9.0%</td>
</tr>
<tr>
<td>Other</td>
<td>29</td>
<td>14.7%</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>100%</td>
</tr>
</tbody>
</table>
Recycling & Commodity Sales

Recleim’s processed byproduct includes fractions of steel, aluminum, copper, plastic and foam pellets.

Byproduct is sold to and reused by Nucor Steel, Panasonic, and other downstream recyclers and commodity buyers worldwide.

Pounds Processed

- 2015 Q4: 5.8M
- 2016 Q4: 15.6M
- 2017 Q4: 23.6M
Responsibly recycling one refrigerator can prevent the equivalent of up to 10 tons of CO2 from entering the atmosphere, which is equal to taking two cars off the road for one year.

Why we do it.

To Help Businesses Do Good - While Doing Well.

1. Environmental Impact

2. Social Impact

3. Making it Easy for Businesses to become Leaders of Change
Recleim Today and Tomorrow

- Second processing plant opened in Lima, OH Q3 2017
- Third processing plant acquired from ARCA partnership Q3 2017. Refurbished and re-started Q4 2017
- Fourth processing plant development during 2019 in Dallas, TX metro area
- Opened logistics hubs in GA and OH in 2017 to support inventory movement
- Opened logistics hubs in TX and IN in 2018
- Analyzing additional locations in NJ, AR, MS, and LA for 2018-2019
• Original flagship de-manufacturing operation

• Employs between 110-140 depending on season/shift schedule

• Services refrigeration from multiple manufacturing clients from SE states and utility appliance recycling programs in SC and GA

• Services non-refrigeration, HVAC and vending from multiple manufacturing and retail clients
• Second greenfield plant for Recleim
• Located in Lima OH
• 100+ new jobs when fully staffed – currently at ~50 jobs
• Services refrigeration from utility appliance recycling programs in OH, IL, IN & MI

<table>
<thead>
<tr>
<th>Plant Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
</tr>
<tr>
<td>Initial plant operations:</td>
</tr>
<tr>
<td>Invested Capital</td>
</tr>
<tr>
<td>Facility square footage:</td>
</tr>
<tr>
<td>Refrigeration line rated capacity:</td>
</tr>
<tr>
<td>Employees:</td>
</tr>
</tbody>
</table>

Key Partnerships:
- AEP
- DP&L
- FirstEnergy
- Butler County Recycling and Solid Waste District
Recleim PA

- Purchased the plant assets from the entity formerly known as ARCA Advanced Processing (AAP)
- Services refrigeration from utility appliance recycling programs in PA, NJ, OH, and MD
- Services non-refrigeration and HVAC from surrounding states
- Recleim now owns of **ALL** facilities in the United States that can capture gases during the destruction process
RECLEIM IN THE NEWS

For more information on the genesis of Recleim check out this article in Inc Magazine, December 2015.

Inspiration Chronicles:
After a Town Suffered a Terrible Tragedy, These Entrepreneurs Brought It Back to Life

A deadly train accident and its aftermath devastated Graniteville, South Carolina. Then two unlikely entrepreneurs came to town.

And for more information on the growth of Recleim check out this article in Inc.com, 2017.
Recleim Energy Efficiency ARP Mission

• Provide next generation, best-in-class, cost-effective Appliance Recycling Program (ARP) delivery for energy efficiency program sponsors – “ARP 2.0”

• Significantly enhance efficacy of de-manufacturing, materials re-use and ODS/GHG destruction using state-of-the-art processes

• Don’t try to do too much in too many places
## Recleim Current Energy Efficiency Clients

<table>
<thead>
<tr>
<th>State</th>
<th>Utility</th>
<th>Start of Unit Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia</td>
<td>Georgia Power</td>
<td>January 2017</td>
</tr>
<tr>
<td>Illinois</td>
<td>ComEd</td>
<td>April 2016</td>
</tr>
<tr>
<td>Michigan</td>
<td>Large investor-owned utility</td>
<td>January 2017</td>
</tr>
<tr>
<td>New Jersey</td>
<td>NJ Clean Energy Program</td>
<td>July 2018</td>
</tr>
<tr>
<td>Ohio</td>
<td>AEP Ohio</td>
<td>January 2017</td>
</tr>
<tr>
<td>Ohio</td>
<td>American Municipal Power Efficiency Smart (30 municipal utilities in Ohio)</td>
<td>June 2017</td>
</tr>
<tr>
<td>Ohio</td>
<td>Dayton Power and Light</td>
<td>January 2017</td>
</tr>
<tr>
<td>Ohio</td>
<td>FirstEnergy Ohio</td>
<td>February 2017</td>
</tr>
<tr>
<td>Ohio</td>
<td>City of Westerville</td>
<td>April 2017</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>PPL Electric Utilities</td>
<td>June 2016</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>UGI</td>
<td>July 2016</td>
</tr>
</tbody>
</table>
Implementation Overview
# Implementation Summary

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>SWMD with Recleim assist (as needed )</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Recleim HQ-based call center in Atlanta metro area; web enrollment also available for enrollment</td>
</tr>
<tr>
<td>Collection</td>
<td>By Recleim or Strategic Contract Solutions (diverse subcontractor) crews based in Columbus, Akron and Lima</td>
</tr>
<tr>
<td>De-manufacturing</td>
<td>Refrigerant/oil evacuation and handling, chassis de-manufacturing including insulation blowing agent capture for destruction – at Lima, OH</td>
</tr>
<tr>
<td>Reporting/Tracking</td>
<td>Comprehensive WAN system and Dashboard reports hosted by Recleim</td>
</tr>
<tr>
<td>Program management</td>
<td>SWMD and Recleim</td>
</tr>
</tbody>
</table>
A. Midwest ARP Summary Results

- Actual unit volumes collected in IL, MI, OH, January-December 2017

<table>
<thead>
<tr>
<th>Utility</th>
<th>REF + FRZ</th>
<th>RAC + DH</th>
<th>Special Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEP Ohio</td>
<td>13,608</td>
<td>0</td>
<td>0</td>
<td>13,608</td>
</tr>
<tr>
<td>American Municipal Power Efficiency Smart</td>
<td>240</td>
<td>0</td>
<td>0</td>
<td>240</td>
</tr>
<tr>
<td>ComEd</td>
<td>53,771</td>
<td>2,237</td>
<td>500</td>
<td>56,508</td>
</tr>
<tr>
<td>Michigan IOU</td>
<td>22,297</td>
<td>2,576</td>
<td></td>
<td>24,873</td>
</tr>
<tr>
<td>Dayton Power &amp; Light</td>
<td>5,402</td>
<td>735</td>
<td>0</td>
<td>6,137</td>
</tr>
<tr>
<td>FirstEnergy, Ohio</td>
<td>29,692</td>
<td>2,502</td>
<td>0</td>
<td>32,194</td>
</tr>
<tr>
<td>Westerville</td>
<td>235</td>
<td>0</td>
<td>0</td>
<td>235</td>
</tr>
<tr>
<td>Total</td>
<td>125,245</td>
<td>8,050</td>
<td>500</td>
<td>133,795</td>
</tr>
</tbody>
</table>

Reclidean 2018 utility ARP units = over 160,000
C. Customer Recruitment

- Customer enrollment choices
  - Call center (Recleim’s “Program Support Center” or “PSC”)
  - Web enrollment via the SWD website
- Details for each enrollment type are provided on the next two pages

Sample of “how heard” statistics gathered by Recleim’s enrollment systems
C. Customer Enrollment – Recleim PSC

- Opened state-of-the-art call center on April 4th, 2016 in Atlanta
  - Linked nodes in SC and WA for overflow, geographic and language diversity
- Call center statistics for April 2016 – August 2017 (17 months):
  - 183,525 calls presented
  - 92% of all calls answered in 30 seconds or less
  - Average time to answer: 18 seconds
  - Abandon rate 1.7%
- Call center available 7am-5pm CT Weekdays, 8am-4pm CT Saturdays
C. Customer Enrollment – Web Enrollment

- Web orders through utility web site to utility-branded web order system
  - Available 24/7
  - Customer enters zip code – service account number not needed
    - Lists benefits to program participation and program requirements
    - Customer selects a pick-up date
    - Receives confirmation email with link to customer portal
C. Customer Enrollment – Web

Schedule an Appointment

Program eligibility requirements

- Eligible appliances:
  - Refrigerators
  - Freezers
  - Room air conditioners
  - Dehumidifiers
  - Other standard kitchen appliances may be collected upon prior approval from Recleim LLC

- Refrigerators and freezers must be empty, defrosted and clean.
- Water supply to appliances must be disconnected in advance of the scheduled pickup.
- Room Air conditioners must be removed from windows prior to the scheduled pickup.
- Appliances must be outside the home near the curb and must be clearly and safely accessible.

☐ I'd like to schedule an appliance pick up.

To reschedule or cancel a previously scheduled pickup, please call 1-877-562-9947 and provide the confirmation code associated with your pickup (see email).

Back  Get Started
C. Customer Enrollment – Web

Unit Details

Choose a Pickup Date:

- [ ] Aug 19, 2019
- [ ] Aug 21, 2019
- [ ] Aug 23, 2019

- [ ] The refrigerator and/or freezer is emptied, defrosted, and wiped out of foreign matter.
- [ ] I am the owner of all appliances to be recycled.
- [ ] I understand that I must provide a clear and safe path with access to all units as pickup crews are not equipped to move items in or around the unit.

Special instructions / Notes for collection crew
D. Customer Interactions (Post-Enrollment)

- Call and email 48 hours before collection
  - To set specific 4-hour window
    - Voice mail left if no answer and call status reportable
    - Email with link to web portal allows customer to check order status 24/7
- Post-pick-up satisfaction survey option – can be done by phone or email survey (SurveyMonkey)
E. Back Room Processes

• Reileim’s IT infrastructure completely integrates the participant and unit in chain-of-custody tracking
  • From initial enrollment through final de-manufacturing steps
  • In field, utilizes bar codes and smart phones
  • Used in WAN by call center, collection crews, de-manufacturing staff, and program management
  • Allows for operations monitoring/tracking in real-time (including enrollments and pick-ups)

• Based in Microsoft SQL Server
Concluding Remarks
Recleim Key Differentiators

- Best-in-class customer service systems, including:
  - Call center technology
  - Customer convenience and communications features
  - Fully-branded web services – enrollment
- Most robust, comprehensive unit chain-of-custody and real-time reporting/tracking system
- De-manufacturing process is state-of-the-art in North America
- KPI’s are established and monitored intensively for continuous improvement
- Smooth transition to high performance program
- **Result**: goals attainment, high customer satisfaction, and high client satisfaction
## Conclusion – Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sam Sirkin</td>
<td>Recleim</td>
<td>Business Development</td>
<td>503-293-8059</td>
<td><a href="mailto:ssirkin@recleim.com">ssirkin@recleim.com</a></td>
</tr>
<tr>
<td>Steve Bush</td>
<td>Recleim</td>
<td>CEO</td>
<td>404-495-4552</td>
<td><a href="mailto:sbush@recleim.com">sbush@recleim.com</a></td>
</tr>
</tbody>
</table>