

LETTER FROM OUR CEO, BRUCE STEINBERG



At RELYCO, we're focused on empowering our team, supporting our community, safeguarding our environment and providing top notch customer service. These

four pillars are integral to our ongoing mission of constant improvement and dependability.

We're excited to share our 2023 Impact Report, showcasing the strides we've made as an organization over the past year. We're immensely proud of our accomplishments, **particularly in the 46% increase in our charitable giving over the previous year.**

But our impact cannot be quantified solely in numbers and figures. It is the result of the passion and ingenuity of each member of our team. We're so grateful for their dedication. We celebrate their successes as we look to the future.

We invite you to explore our journey.

Bruce

OUR MISSION

To connect businesses with the solutions they need to communicate their message — with innovative products, wildly reliable people and creative problem solving.



Delivering on the promise to be reliable in service to our clients



A focus on continuously minimizing our impact on the environment

Expanding our commitment to giving back to our community



OUR VISION
To stand out as a trusted partner for our customers, employees and community, while reducing our environmental impact on the planet.

Fostering an environment where multidimensional health thrives



TEAM

9 Employee engagement & team-building events



Employee satisfaction rating (averaged from survey)



10 Internal skills-based and product training programs with **OVER HALF** of employees participating

7% Employee participation in independent professional development certifications

Quarterly shared financials



COMMUNITY

Total Charitable Giving: **\$32,348.99**
(↑ 46% & continuing to grow)



100% Employee Participation in 401k

Payroll Charitable Giving Program **60%**

2023 marked **20 YEARS** of our Holiday Gift Program brightening the holidays with gifts for **85** kids and their families!



ENVIRONMENT

Introduced our first sustainable REVLAR alternative: **Rite in the Rain All-Weather Paper**, a water-resistant, fully recyclable, wood-based renewable paper.

Implemented a responsible sourcing policy



Green initiatives at our company headquarters:

1,664 Gallons of food scraps & materials composted

Implemented a new cans and bottle recycling service



Lbs collected of e-waste for recycling and proper disposal

Reduced our electrical usage by eliminating physical phone sets



CUSTOMER SERVICE

>96% Quality performance rate

Net promoter score: **59**

>95% On time delivery rate

