



Recycled Materials  
Association  
*Sustainable. Resilient. Essential.*

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The **Recycled Materials Association (ReMA)** promotes safe, economically sustainable and environmentally responsible recycling through networking, advocacy, and education.

## ReMA Core Values

The following core values define who we are as an organization and a staff, highlighting expected behaviors and skills. These values guide us in our decision-making and our relationships within the office, with members, and with all whom we do business.

### **Safety & Wellness**

The safety, health and wellness of our employees, and all who work in the recycling industry, is of the utmost importance to ReMA. We support work-life balance for all employees and their families.

### **Diversity, Equity and Inclusion**

ReMA values the uniqueness and individual differences of each and every one of us, and the value that these differences bring to the workplace and our experiences. These differences may be along the dimensions of race, ethnicity, gender, gender identity, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. For ReMA, valuing diversity also means that all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the ReMA's success; and that everyone, regardless of their diversity or differences, is treated on an equal basis, with fairness and impartiality.

### **Customer Service**

One of our highest priorities is to provide superior customer service on a consistent basis to all those with whom we interact. This means following ReMA's 5 Golden Rules of Customer Service:

- Everyone is a customer
- Responses should be made within 48 hours
- Everyone on staff is responsible for membership
- All non-members are prospects or stakeholders
- Mistakes are opportunities

### **Respect**

Everyone associated with ReMA—including ReMA's employees, members, contractors, vendors, advertisers, and exhibitors—is to be treated with respect. Respect is demonstrated by withholding value judgments of others, understanding one's own behaviors and adjusting one's behaviors to meet the needs of others. Open and free-flowing communications with an emphasis on problem solving, not personality, is strongly encouraged.

### **Professionalism**

We value excellence and the production of the highest quality products, programs and services. Our commitment to excellence is demonstrated in all we do and say, and in how we present ourselves.

### **Continuous Improvement**

ReMA encourages the growth of new ideas and initiatives that benefit the scrap recycling industry and its members. To that end, staff are encouraged to seek out training and opportunities for improvement whenever possible, and also to accept feedback as an opportunity for growth and mutual understanding.

### **Teamwork**

All of us at ReMA - regardless of department, job function or title—are part of the same team. We are expected to work together, offer support and assistance and share in the responsibility of delivering high quality programs, products and services to members.