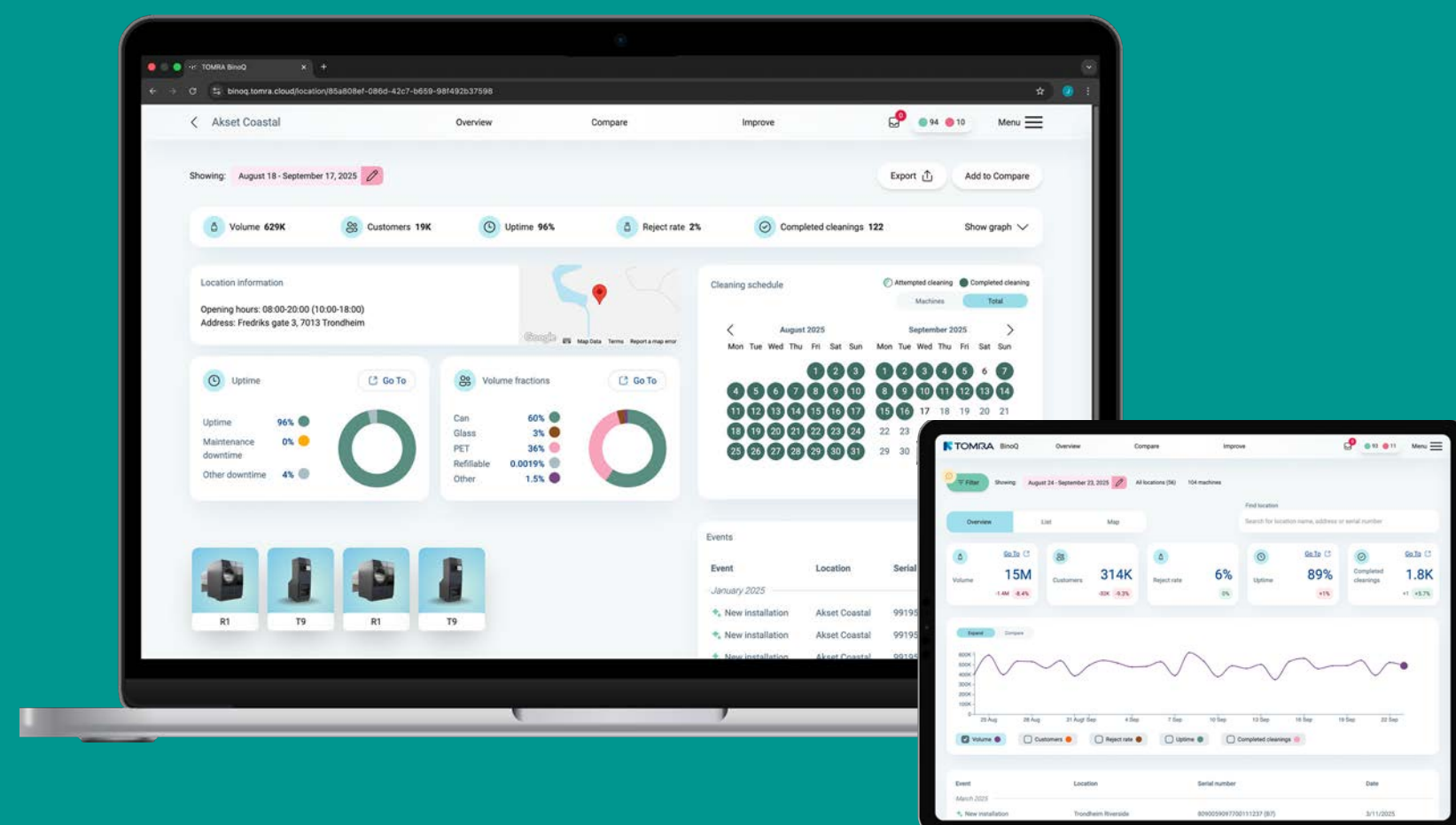




# TOMRA Digital Solutions

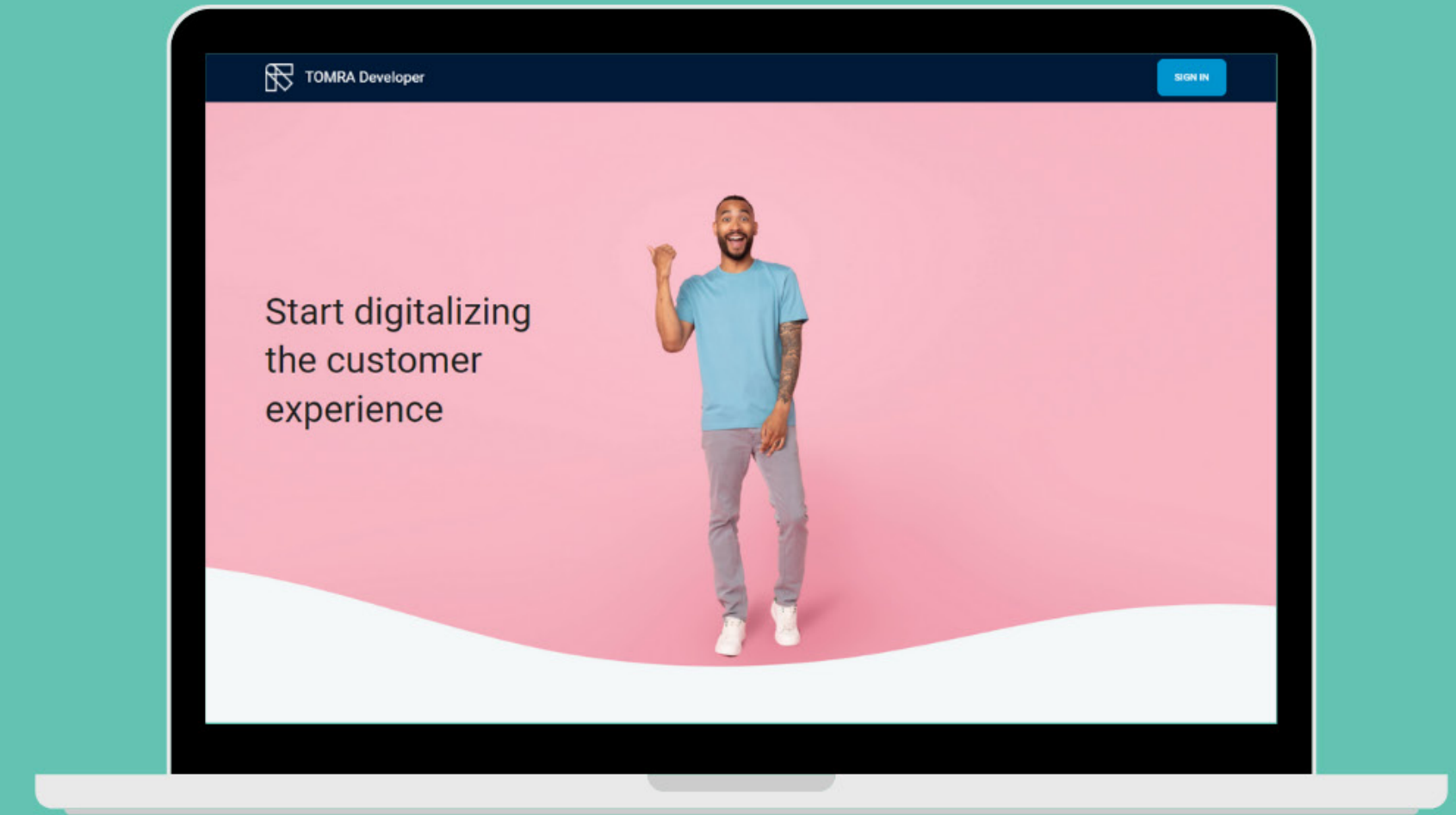


# Unlock more value with TOMRA Digital Solutions

Empower your business with TOMRA's innovative portfolio of reverse vending machines and smart digital services - tailored to help you operate more efficiently and delight your customers.

TOMRA Digital Solutions are built on robust security, with ISO/IEC 27001 certification and compliance with NIS2 and GDPR requirements, so you can trust your data and operations are always protected.

Our digital solutions extend the value of your RVMs, optimizing performance, reducing costs, and creating a seamless recycling experience that keeps your customers coming back.



## Discover our ready-made digital solutions and APIs for your own implementations

### Efficient RVM fleet management

- TOMRA BinoQ
- TOMRA Consumer Session API

### Maximum uptime and customer satisfaction

- TOMRA BinoQ Assist
- TOMRA Status API

### Secure refunds and build trust

- TOMRA Voucher Control API

### Customer engagement beyond cash return

- Donation
- TOMRA APIs

### Build your brand with a great recycling experience

- Promotion

### Fictionless customer user experience

- TOMRA Digital Voucher
- Drop-and-go function

### Protect your systems and customer data

- TOMRA Security Principles



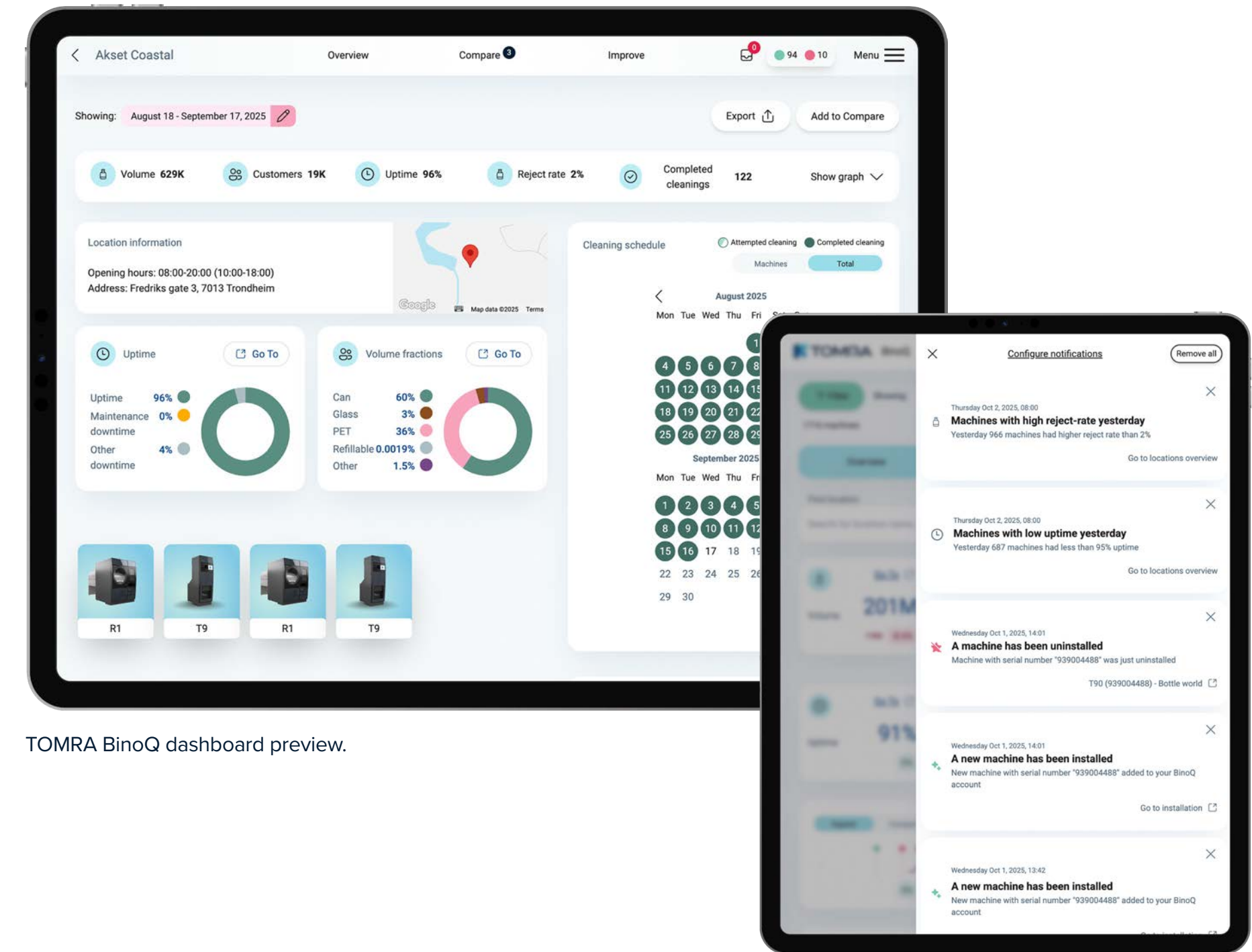
Manage your RVM fleet efficiently with **TOMRA BinoQ** or **Consumer Session API**

### Smarter RVM management

TOMRA BinoQ is a ready-made, browser-based fleet management portal for RVM operations. Intuitive, scalable, and easy to use, it delivers a complete fleet overview, user management, notifications, and supports daily operations.

With TOMRA BinoQ, you gain clarity and control to make smarter decisions and empower your team.

Alternatively, you can create your own customized solution by integrating TOMRA Consumer Session API, unlocking advanced analytics, loyalty programs, and tailored reporting.



TOMRA BinoQ dashboard preview.

TOMRA BinoQ notification preview.



“

With the introduction of deposit value on cans, the volumes and RVM process challenges have increased for retailers in the Netherlands. It has become even more important to properly manage machine uptime and customer flow.

– Large retailer, Netherlands.

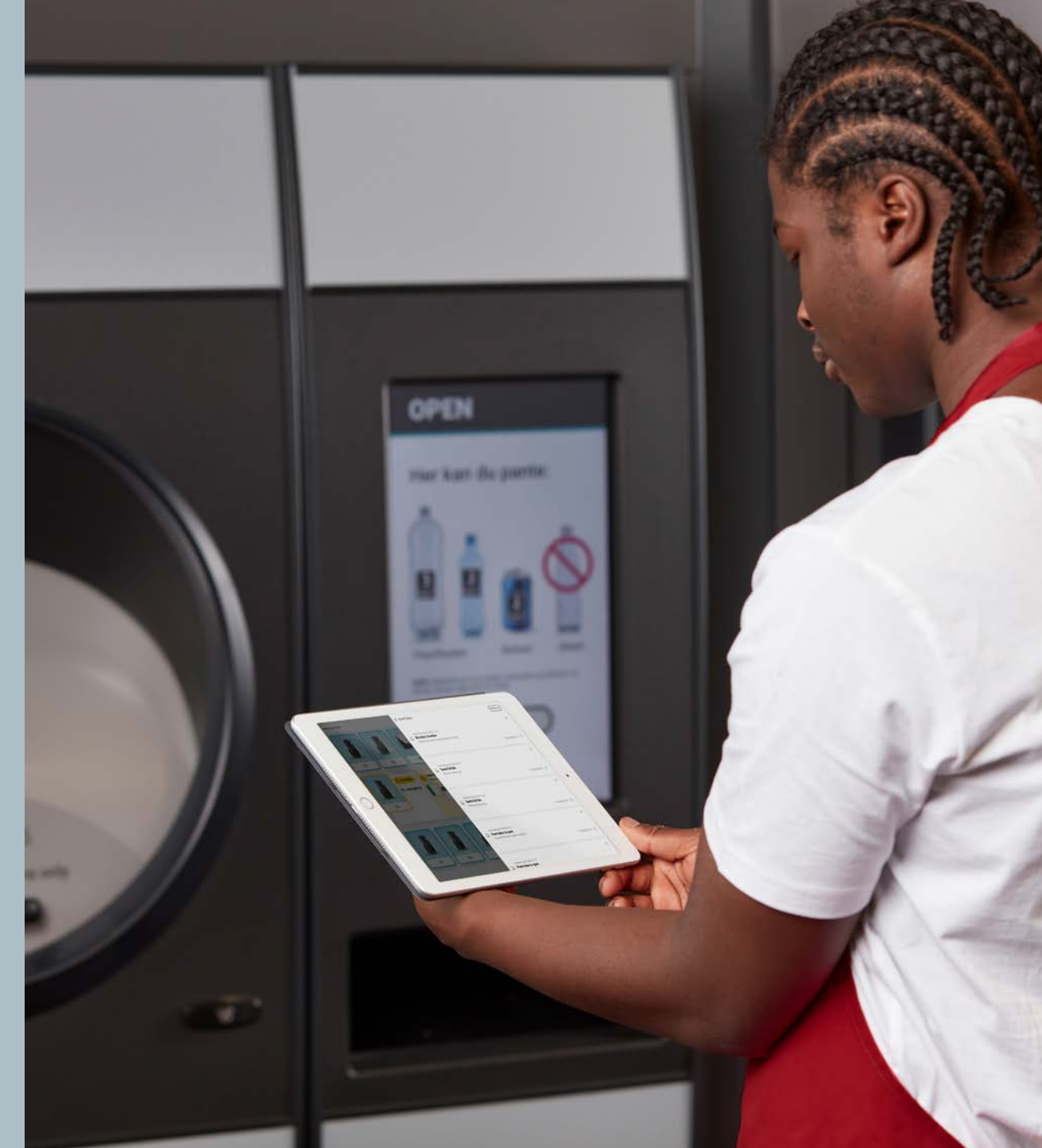
# Maximize machine uptime and customer satisfaction with **TOMRA BinoQ Assist** or **Status API**

## The #1 driver of customer satisfaction is RVM uptime

Delivering a smooth, reliable recycling experience builds trust and keeps customers coming back.

To act instantly and keep machines running, TOMRA BinoQ Assist is our ready-made solution—available for mobile and desktop—giving you quick access to machine status and support tools.

Prefer a fully tailored approach? With TOMRA Status API, you can build your own custom solution, designed to fit your unique needs.



## Uptime matters

Keeping your RVM ready for the next user with minimal disruptions means more satisfied shoppers. When your machines run reliably, customers stay loyal.

- 31% of customers will go elsewhere if the machine is down.
- 87% of recyclers spend their deposit refund in-store.

Source: Research study: How recycling Habits impact shopper behavior; Consumer engagement, with deposit return systems in Europe, 2023.



## Stay ahead with smart alerts

TOMRA BinoQ Assist provides 24/7 remote monitoring and instant alerts when an RVM needs attention. The visual overview and local user management help staff plan ahead, reducing downtime, and keeping operations running smoothly.

Maximize machine uptime and ensure shoppers enjoy a seamless recycling experience at your location.



Secure refund  
of customers'  
deposits with  
**TOMRA Voucher  
Control API**



Drive customer  
loyalty with  
**Donation** and  
**TOMRA API's**

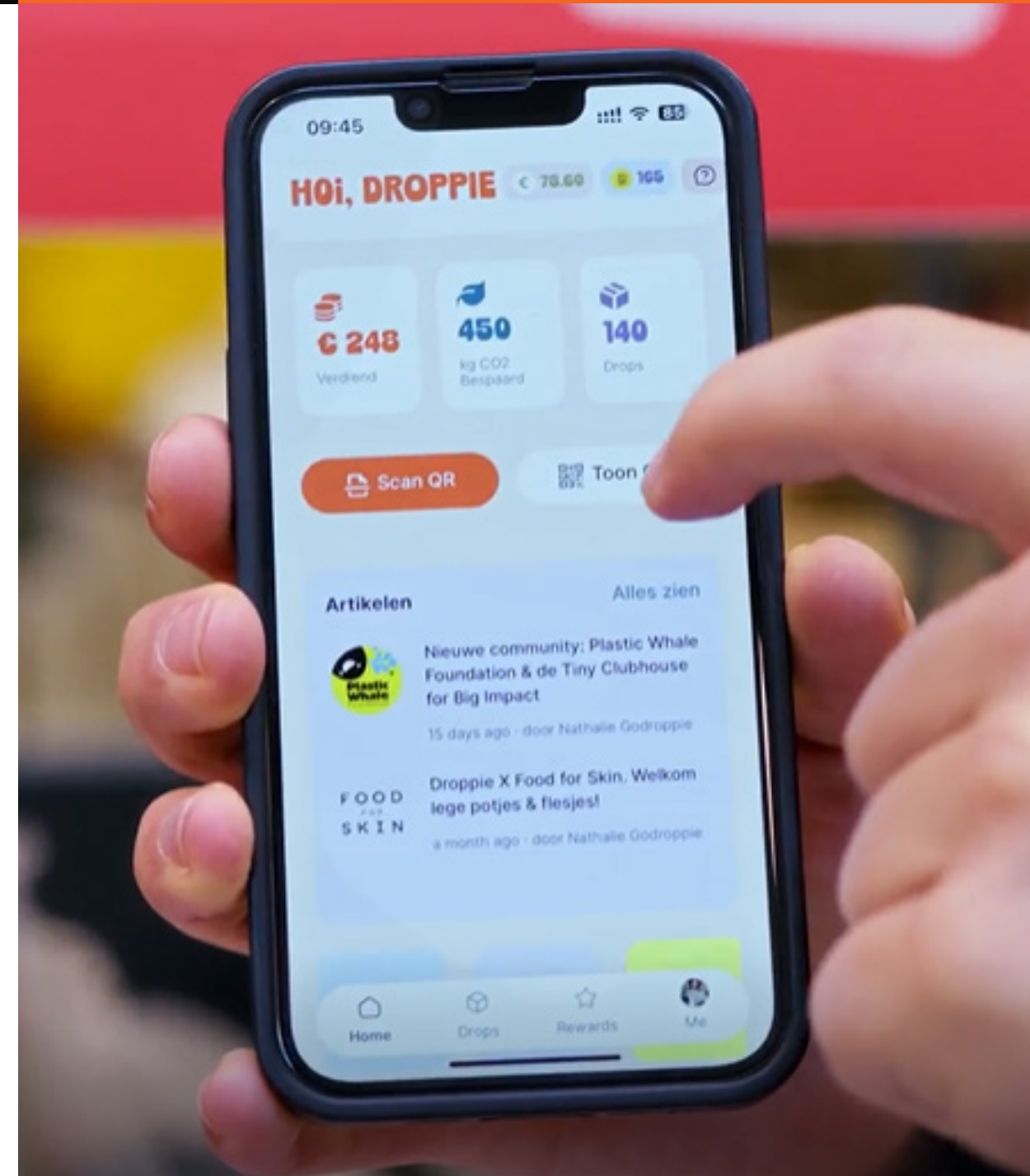


TOMRA R2 supports  
multiple donation beneficiaries.



**Secure refunds. Build trust**

Protect your deposit payouts with real-time cloud validation. TOMRA Voucher Control ensures every printed or digital voucher is redeemed only once - across your entire chain. Prevent fraud, simplify refunds, and keep customers happy and confident.



**Boost engagement and loyalty**

Enable your customers to donate their deposit refunds to charities, sports clubs, or community causes - right at the TOMRA machine. Promote meaningful projects, run campaigns, and build engagement and loyalty with your customers.

Make recycling fun and interactive, and add value to every session with rewards beyond monetary refunds. Drive loyalty through engaging statistics and achievements, while using API insights to tailor marketing and loyalty programs based on customer recycling habits.

Make the recycling process an integrated part of the brand and customer experience with **TOMRA Promotion**



Offer a frictionless user experience with **TOMRA Digital Voucher, Payout API** and **drop-and-go** function

Drop-and-go functionality requires a multi-feed RVM (TOMRA R1 or TOMRA R2) and a digital payout solution.



### Turn the RVM screen into a promotional channel

Display content before and after each return session for maximum impact. Promote your brand, share updates, or inspire action with images, animations, or video (options vary by model). Make recycling an even more engaging experience and strengthen customer loyalty.



### Say goodbye to paper vouchers

TOMRA Digital Voucher\* lets your customers scan a QR code for secure, instant payouts - no app or registration required. Add the drop-and-go function and your customers can continue shopping while their refund is processed.

For businesses looking to integrate payouts into their own ecosystem, TOMRA Digital Payout API enables instant, secure refunds through your own app or loyalty program, creating a seamless, branded experience.

\*TOMRA Digital Voucher requires Voucher Control.

# Protect systems and customer data

At TOMRA, ensuring business continuity and safeguarding your data is our top priority. Our digital solutions are built on industry-leading security standards, including ISO/IEC 27001 certification and alignment with recognized cyber security best practices. We ensure TOMRA systems and customer data remain secure, compliant and resilient.

## Multi-layer protection through the entire lifecycle

TOMRA protects your data at every stage, from creation to disposal. Our multi-layered security approach combines encryption, access control, continuous monitoring, and industry-leading standards and certification.

With TOMRA, you can trust that the data within the systems we provide are safeguarded by strong cyber security controls.

## Security and compliance you can rely on

TOMRA meets relevant information security legislations, such as:

**NIS2 Directive:** Ensuring resilience through proactive risk management, incident reporting, and business continuity measures.

**Cyber Resilience Act:** compliance with EU CRA and CE marking requirements.

**GDPR:** Comprehensive protection of personal data.



## Unlock fast, effortless integration

**TOMRA Developer Portal** provides secure, self-service access to APIs that unlock more value from your RVMs.

With clear documentation and easy integration, you can connect recycling seamlessly into your store's digital ecosystem - enabling real-time status alerts, secure payouts, and smooth in-app experiences for your customers.

# Retailers help the world recycle

Deposit return systems (DRS) for beverage container recycling help keep valuable resources in a continuous loop of use and reuse. At TOMRA, we call this process Clean Loop Recycling.

As a retailer, you're at the heart of Clean Loop Recycling. You play a critical role at the point where consumers buy and return their containers.



Let's put recycling to work for you

Choosing to partner with TOMRA means creating a great recycling experience for your customers, making a smart investment for your store, and choosing a solution that brings peace of mind and excellent support for your operations.

## TOMRA Collection

TOMRA Collection is part of the TOMRA Group, which is Leading the Resource Revolution by transforming how we obtain, use, and reuse our world's resources.

With installations across the world, retailers and consumers rely on our reverse vending machines to collect used bottles and cans that can be recycled into new containers.

Clean Loop Recycling is the easy and rewarding way to make choices that make change.

Get in the Loop at  
[tomra.com/reverse-vending](https://tomra.com/reverse-vending)

