Sustainability Report 2022

Techbuyer

techbuyer.com

> **"If I were to sum up our strategy over the next 12 months, it would be to build."**
>
> *KEVIN TOWERS, CEO*

Achievements, Why This Matters and What Next

BY KEVIN TOWERS, CEO

Sustainability does not just mean protecting the environment for Techbuyer. It also means doing our best to create a net positive business for our customers, employees, the families that the business helps to support, and the communities that we are a part of and are a part of us.

Our ethos was one of the main drivers behind our decision to announce our support of the UN Sustainable Development Goals in 2019. Our choice of target goals Quality Education, Health and Wellbeing, and Sustainable Consumption and Production was a community decision, with representatives from across the business at all levels participating in the decision-making process.

As the company has grown, so has our approach to monitoring and reporting on our sustainability process. When we released our first sustainability report in 2020, we were barely over 100 people, identifying where we could do better and striving to do so. We are still and always will be working on continuous improvement but now, as an organization over three times that size, we have been working on better measurements and targets. Carbon footprinting has expanded this year to all of scope 1, 2 and four categories of scope 3 (waste processing, business travel, company cars, and transportation). The next financial year will see us expand this to an exhaustive carbon footprint and a net zero pledge. We are also articulating progress towards better materials management, increased repairs over recycling and better packaging solutions.

This financial year, we have expanded our external work promoting circular economy and sustainable business practice. Our Head of Sustainability was the lead author on DCA's first Sustainability Best Practice Document, complementing the team's publication in the IEEE Transactions on Sustainable Computing, academic conferences, and journals. We will be publishing a short company report in the coming months that covers this. In addition, Techbuyer became a corporate member of the Institute of Environmental Management and Assessment (IEMA) and qualified as an accredited training academy. In the UK, we will be offering IEMA-certified sustainability training next financial year to all global staff as well as key customers and stakeholders.

If I were to sum up our strategy over the next 12 months, it would be 'to build'. Thanks to the work of the entire Techbuyer team, we are in a much stronger position to assess our own strengths and aspirations for improvement because of the metrics we have in place. This understanding puts us in an ideal position to improve on this going forward, with more dedicated research and better sustainability solutions for ourselves and our customers.

I am proud of the milestones we have achieved this year with respect to educating ourselves, our stakeholders and our communities on sustainable business practice. We punch above our weight when it comes to influence in the sector, which is a fitting reward for all the hard work and dedication of our teams. I look forward to how this will grow over the next twelve months.

What Sustainability Means to Us: The Triple Bottom Line

We care about being a good company, not just a profitable one. That means we measure success in terms of social benefit (People), environmental benefit (Planet) and economic growth (Profit), which is known as the triple bottom line. The UN Sustainable Development Goals (SDGs) have been our method of communicating progress towards these aims since we launched our support in 2019. We announced nine targets towards our focus goals of Good Health and Wellbeing, Quality Education and Sustainable Production and Consumption. Our annual progress on these targets is reported on page 12. However, they are not the only activities we conduct that support the SDGs. Our work on research partnerships, training, promoting equality and climate action have wider effects, which are articulated in the table opposite. You can read more detail on this throughout this report.

In addition, our assessment of the sustainability impacts of our company and operations (see Appendix 1) means that our strategy and reporting need to touch on other areas outside of the positive effects of our UN SDG program. This extends to our packaging issues and solutions (see Appendix 3) and Waste Streams (see Appendix 5). Our work towards better quality recycling and increased repairs of components are in their early stages and progress is detailed on page 31.

We have also run an initial B Corp assessment to identify key areas for improvement on other fronts (see Appendix 2). This financial year saw us report our carbon footprint (Appendix 4) to senior leadership on a monthly basis in preparation for our Net Zero pledge this year. This increased oversight goes hand in hand with the many actions we have taken as a company to support sustainable development across the triple bottom line.

➔ Find out more about how a commitment to the triple bottom line can benefit your business

"We care about being a good company, not just a profitable one."

Sustainability Pillar	Our Focus	UN SDGs Impacted
People	**Training, Education, and Employability**	**4** QUALITY EDUCATION **8** DECENT WORK AND ECONOMIC GROWTH **10** REDUCED INEQUALITIES
	Employee and Community Engagement in Sustainability	**17** PARTNERSHIPS FOR THE GOALS
	Promoting Health and Wellbeing	**3** GOOD HEALTH AND WELLBEING
Planet	**Circular Economy**	**12** RESPONSIBLE CONSUMPTION AND PRODUCTION **15** LIFE ON THE LAND
	Research and Advocacy	**17** PARTNERSHIPS FOR THE GOALS
	Net Zero	**13** CLIMATE ACTION
Profit	**Organic and Sustainable Growth**	**8** DECENT WORK AND ECONOMIC GROWTH
	Resilient Business Model	
	Future Development	

Snapshot Highlights

People

Employees Trained:	**77**
†Spent on Training:	**$96,3265**
†Savings for Healthcare and Education Organizations:	**$829,982**

† based on currency conversion at: 1GBP/1.23USD

Planet

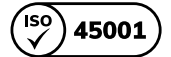|	
E-waste Diverted From Landfill:	**2,426,899** lb
E-waste Recycled:	**508,725** lb
Organizations Educated About Sustainability:	**1,507** kg

Profit

Turnover Growth:	**24**%
Employees:	**307***
Increase in International Employees:	**32**%
Global Locations:	**8**

* 20.2% increase vs last year

Global Accreditations

ADISA

R2 2013 Responsible™ Recycling

e 2020

SUPPORT THE GOALS
JOIN THE MOVEMENT

ISO 27001

ISO 9001

ISO 14001

ISO 45001
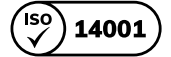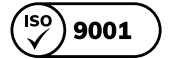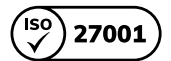
Awards and Recognition

CRN Tech Impact Award
Best Circular Economy Company 2022

Techbuyer was named as the Best Circular Economy company at the CRN Tech Impact Awards 2022. This was a particularly big one for us as we were highly commended for this award in 2021 and circularity is central to our organization's services and operations. It was a real honor to take this award home!

Global Good Awards
Silver Award for Circular Economy 2022

We were incredibly proud to receive a Silver award in the Circular Economy category at the 2022 Global Good Awards. This event celebrated companies across different sectors for the work that they do to help the environment and promote sustainability in their industry.

ECommerce Awards
Best Sustainability Initiative 2022

Techbuyer was awarded the best sustainability initiative at this year's ECommerce Awards in the UK. Improving our sustainability practices and finding new and innovative ways to improve the impact of technology on the planet is something that we take seriously and so we are thrilled to be recognised for this award.
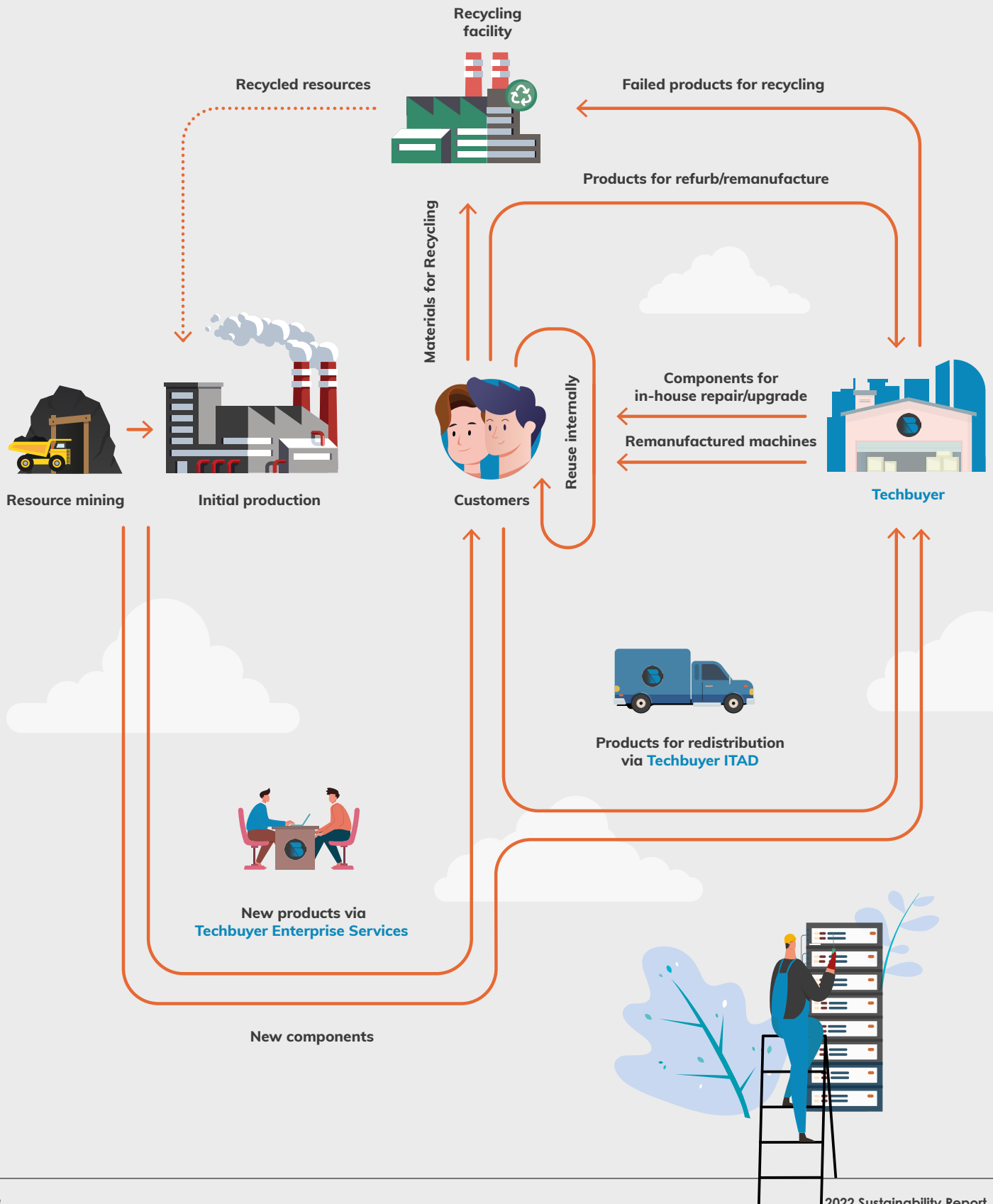
Northern Tech Awards
TECH4GOOD Award 2022

We were named the winners of the TECH4GOOD Award at the 2022 Northern Tech Awards in the UK. We were thrilled to be chosen as an entrant for this award by the judges and even more thrilled to have won this category. The Northern Tech Awards celebrate the UK Northern IT industry and, as such, we were honored to attend and take home a win.

What We Do

Our focus is resource efficiency, delivering systems with optimal energy and materials usage. We achieve this via the circular economy, which reduces reliance on virgin resources through product life extension and high-value recycling.

Recycling facility

Recycled resources

Failed products for recycling

Products for refurb/remanufacture

Materials for Recycling

Components for in-house repair/upgrade

Reuse internally

Remanufactured machines

Resource mining

Initial production

Customers

Techbuyer

Products for redistribution via Techbuyer ITAD

New products via Techbuyer Enterprise Services

New components

We deliver best practice on:

Product Life Extension

We restore components and machines to factory condition, ship components for in-house upgrades, and sell configured remanufactured machines.

New Equipment

Some customers need the latest equipment. We deliver this as part of a consultancy package that minimizes equipment and resource wastage.

Energy Efficiency

Our sales teams have access to the world's first server efficiency tool, Interact, that recommends the make, model, and configuration that will meet compute needs with the lowest energy draw.

IT Asset Disposition (ITAD)

We offer secure and sustainable services for disposing of redundant IT hardware by feeding them back into the circular economy with guaranteed data erasure.

➜ **Find our more**

B Impact Assessment

In the UK we conducted a B Corp Benefit Impact Assessment to identify areas of strengths and weaknesses across all areas of our sustainability performance (more details in Appendix 2). We received a provisional score of 85.3 and identified several priority focus areas that we have since addressed.

Following this work, our subsidiary Interact became a certified Pending B Corp.

GREENHOUSE GAS PROTOCOL

We've been reporting our carbon footprint since 2019, long before we were required to.

This year, we're in scope for the UK's SECR regulation, which means we need to report our annual scope 1 and 2 emissions from our UK operations. We've gone beyond this and included our international offices and several categories of our scope 3. We're doing this in conformance with the Greenhouse Gas Protocol.

We are strong advocates of Net Zero not carbon neutral. This means we prioritize emissions reductions rather than offsetting. Our current focus is on collating accurate, reliable data, which we'll use as a benchmark to set science-based targets for emissions reduction.

R2 2013 Responsible™ Recycling

We are one of the 9 UK companies and 16 European companies that are R2:2013 certified. This means our IT electronics are ethically recycled with full transparency to our customers.

Impact

These are the key frameworks we use to keep our operations in step with these ideals through monthly KPIs and senior reports.

We are a Living Wage Employer

This year, we invested our profits to ensure all UK employees receive at least the Real Living Wage.

ISO 14001

We've had our ISO 14001-certified Environmental Management System in place since 2018. We manage this in line with our own business risks.

SUSTAINABLE DEVELOPMENT GOALS

We have reported on our progress year on year since we started supporting the UN Sustainable Development Goals in 2019.

We have a 4-star rating for our work, and we're working towards 5 stars for next year.

SUSTAINABLE DEVELOPMENT GOALS

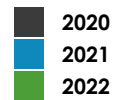## 3 GOOD HEALTH AND WELL-BEING

Goal Focus
Ensuring healthy lives and promoting well-being for all.

Relevance
We can improve the health and well-being of our colleagues and support local medical services.

47%
PROGRESS

By 2025, achieve $3* million savings for healthcare organizations

- 2020
- 2021
- 2022

*based on currency conversion at 1GBP/1.23 USD

4 QUALITY EDUCATION

Goal Focus
Ensuring inclusive quality education and promoting lifelong learning for all.

Goal Focus
We can foster education and skills training internally and within our community, while also building and upgrading facilities.

76%
PROGRESS

By 2025, achieve $3.6* million savings for educational institutions

- 2020
- 2021
- 2022
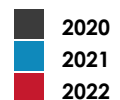
*based on currency conversion at 1GBP/1.23 USD

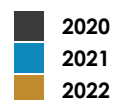## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Goal Focus
Ensuring sustainable consumption and production patterns.

Goal Focus
We can reduce waste generation through prevention, reduction, recycling and reuse of equipment and materials.

62%
PROGRESS

By 2025, divert 8,818,490 lbs of technology from landfill

- 2020
- 2021
- 2022

We announced our support of the Sustainable Development Goals in 2019 with a total of nine targets. We selected these goals because they are important to our business and stakeholders, and we can create a meaningful impact towards them.
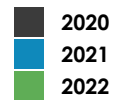
For more information visit:
**techbuyer.com/us/un-global-goals**

47%
PROGRESS

By 2025, achieve 15,000 active hours for our colleagues' and communities' health and wellbeing

- 2020
- 2021
- 2022

26%
PROGRESS
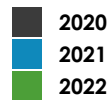
By 2025, establish long-term relationships with 35 health and well-being charities

- 2020
- 2021
- 2022

27%
PROGRESS

By 2025, contribute 5,000 hours to the education of young people about sustainable digital practices

- 2020
- 2021
- 2022

6%
PROGRESS
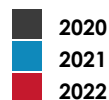
By 2025, donate 220,462 lbs of technology to education bodies around the world

- 2020
- 2021
- 2022

71%
PROGRESS
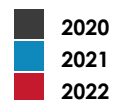
By 2025, promote sustainable technology to 5,000 organizations

- 2020
- 2021
- 2022

55%
PROGRESS
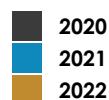
By 2025, donate 1,500 ft^3 of waste as resource

- 2020
- 2021
- 2022
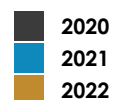
Our Year in View

Q4 2021

- Harrogate Climate Action Festival
  → **Find out more**
- Interact KTP project rated 'Outstanding'
- Launched hard drive repair project
- Won Bronze Award for Global Good SME, Global Good Awards
- Won Sustainable Organisation of the Year, UK IT Industry Awards
  → **Find out more**
- Launched Techbuyer Enterprise Services
- Right to Repair advocacy in USA

Q1 2022

- Delivered keynote sustainability panel at DCW
- Kensington Soccer Club digital skills training
- Donation and interview with a UK Hospital Radio station
  → **Find out more**
- Judged sustainability awards at Data Center World
- Head of Sustainability qualified as Chartered Environmentalist
  → **Find out more**

Q2 2022

- DCA Sustainability Best Practice White Paper
- Joined IEMA as a corporate member
- LCM conference paper published
- Started EMMAUS work placement
- Shortlisted for Circular Economy Award, Global Good Awards
- Won Tech4Good Award, Northern Tech Awards

Q3 2022

- Shortlisted for two KTP awards
- Our CEO joined inaugural Free ICT USA board
- Interact becomes certified Pending B Corp
- Launched Carbon Savings Calculator
- Began IEMA Sustainability Training
- Certified Real Living Wage Employer
  ➔ Find out more

Next year: Set a net zero target and achieve 5-star Support the Goals rating for our SDG work.

PEOPLE

Our people are our priority, but our focus isn't just on our own team. We take pride in supporting our local communities through impactful projects and donations of time, resources, and expertise.

Training, Education and Employability

Sustainability Training

We launched our IEMA-accredited sustainability training in July. As a certified training center, we offer three courses from our Harrogate HQ: Environmental Sustainability Skills for the Workforce, as well as additional courses for management and senior leaders.

In the last two months of this year, we trained 28 people – a mixture of internal staff and charity partners – and offered training to all UK employees.

Providing Meaningful Work Placements

In May, we expanded our work with homelessness charity EMMAUS by offering a work placement to one of its Companions who joined us to expand his IT skills while studying for a related qualification and seeking employment in the field.

Across a four-month placement, he spent time working in our Goods In and Stock Control teams before moving to our E-Waste department, where he found his passion: optimizing the recovery and recycling of materials.

We developed and delivered an in-depth training program for three Harrogate College students. Across a week-long placement, they received a series of masterclass sessions tailored to help them complete a specific brief; then, they presented their work to our team.

➔ Read Nathan's account
    of his time with us.

Supporting Educational Institutions

Our Sustainability Committee delivered five sessions on digital sustainability to over 50 students at The National Museum of Computing in the UK. The classes covered everything from what's inside hardware to how this impacts climate change, along with handy tips to reduce our environmental impact.

➔ Read about our sessions here.

Over the year, we've worked with several other educational institutions, donating ove 1,984 lbs of hardware and culminating in huge savings of over $1,535,837 (*based on currency conversion at 1GBP/1.23 USD) at a time when budgets are particularly stretched.

Kensington Soccer Club Skills Training

Our USA office has a long-term relationship with Kensington Soccer Club, providing digital skills training and opportunities across Philadelphia. We delivered four sets of resources to educate local children and parents on key skills like email, Google Suite, and online safety.

Next Year...

➔ Offer IEMA sustainability training to all global staff members.

➔ Expand IEMA sustainability training to offer two additional courses on Net Zero.

➔ Promote learning and development further by recruiting a Training Manager.

➔ Engage with local education bodies to improve vocational training in the areas around our offices.

"Sessions like this are a fantastic complement to curricular activities, engaging young people to get hands on with leaders in the sector."

Jacqui Garrad, Museum Director
The National Museum of Computing

Employee and Community Engagement in Sustainability

'Your Harrogate' Green Month

Five of our team gave radio interviews and hosted a live tech amnesty event, which encouraged behaviour change through community action.

The amnesty event was conducted in partnership with ReUsing IT and gave members of the community an opportunity to ensure their old hardware was sustainably disposed of and to get information on circular IT practices. This is part of our wider focus on ensuring valuable resources do not go to waste, so the amnesty event accepted all IT products, including those that we do not refurbish and resell.

→ Learn more about Green Month here.

Harrogate Climate Action Festival

We played a key role at the Harrogate District Climate Change Coalition's three-week Climate Action Festival's community and business events with presentations and demonstrations.

Our team delivered activities, training, and demonstrations to 1,000+ members of the community at the first event via our tech fossil pit and laptop disassembly sessions. Our Sustainability Team engaged hundreds of businesses at the subsequent business event, which was part of the UN's Race to Net Zero campaign. They covered the impact of IT hardware and identified improvement opportunities across materials management, energy efficiency, and behaviour change.

The festival was mentioned in the Houses of Parliament as an example of an initiative that should be replicated.

➔ Read more about how the events went here.

Internal Sustainability Engagement

Our employee-led Sustainability Committee drives sustainability throughout our company and communities. Just under 10% of our employees are members – including five directors – with representatives from all global offices and almost every major team.

It has helped deliver many of our key activities in the UK like The National Museum of Computing event, the Climate Action Festival, and the Your Harrogate Sustainability Month activities.

➔ 1,500+ organizations reached.

➔ 950+ hours spent training young people.

➔ 5+ Events delivered.

➔ 8 Committee members received IEMA sustainability training.

Our Sustainability Team supports these activities by keeping every staff member up to date on and involved in our work through:

➔ Monthly roundups.

➔ Updates on key news and the relevance to Techbuyer and our people (e.g., the outcomes from COP 26 and the recent IPCC reports).

➔ One-to-one meetings with global office managers on our UN Global Goal commitments.

➔ Read more about increasing sustainability engagement

Next Year...

➔ Launch a Charity Committee to vote on where donations are directed.

➔ Offer paid time off for volunteering.

➔ Hold an internal Sustainability Focus Day.

➔ Lunch and learn sessions on important sustainability topics.

Promoting Health and Wellbeing

Fitness Focused

Our team take part in all sorts of sports, ranging from martial arts to padel tennis. As part of our SDG targets, we've committed to achieving 15,000 active hours, and we're on course to fly past this target: we've already racked up 9,936 since 2019, with 6,425 coming this year!

To build momentum, we launched several initiatives this year:

- Discounted local gym membership.

- Cycle-to-work scheme.

- Team activities like Total Warrior Leeds, Knaresborough Bed Race, Step Out for Yorkshire, and an office spin-bike race.

- Company Strava group to battle it out on weekly leader boards.

Wellbeing at Work

We're committed to ensuring our teams maintain high levels of physical and mental wellbeing.

There is a strong focus on ensuring work is enjoyable at Techbuyer. We have various team-building activities like pool, darts, and fantasy football leagues, and we host staff parties and socials throughout the year.

Our team now has 14 first aiders and 30 mental health first aiders. During Mental Health Awareness week, we encouraged staff to make the most of their breaks by offering two-hour lunch breaks for wellbeing activities. For many, this was spent going to the gym, Brazilian Jiu Jitsu centre, or the climbing wall near our office, while others took a stroll in the countryside.

> *"It's people like Techbuyer who we're eternally grateful to for helping us in this way because it will enable us to put funds into something totally different. What you guys are offering is a lifeline."*
>
> *Mark Oldfield,*
> *Harrogate Hospital Radio Chairman*

Supporting Healthcare and Wellbeing Organizations

We've supported 28 health and wellbeing charities this year, including Cancer Research, Candlelighters, and children's wards at two hospitals in Germany. We also continued our support of IT Schools Africa's Big Give campaign, which raises funds and promotes digital skills education for young students in Malawi.

In the UK, we donated hardware to Harrogate Hospital Radio to help the station future-proof its operations. Our Sales Executive Joseph then went on air to discuss the value of sustainable technology.

➜ Read about the project here.

Over the year, we've helped deliver a wide array of benefits for healthcare institutions to help them continue their invaluable work.

➜ $860,069+ savings

Next Year...

➜ Expand our charity budget and employee ownership of charity initiatives

➜ 5 more charity relationships

PLANET

Protecting the planet is what Techbuyer is all about. At our core, we exist to reduce the environmental impact of IT hardware by promoting circularity of resources and improving energy efficiency.

Circular Economy

REUSE 1

REDEPLOYMENT 2

REFURBISHMENT 3

REMANUFACTURING 4

COMPONENT HARVESTING 5
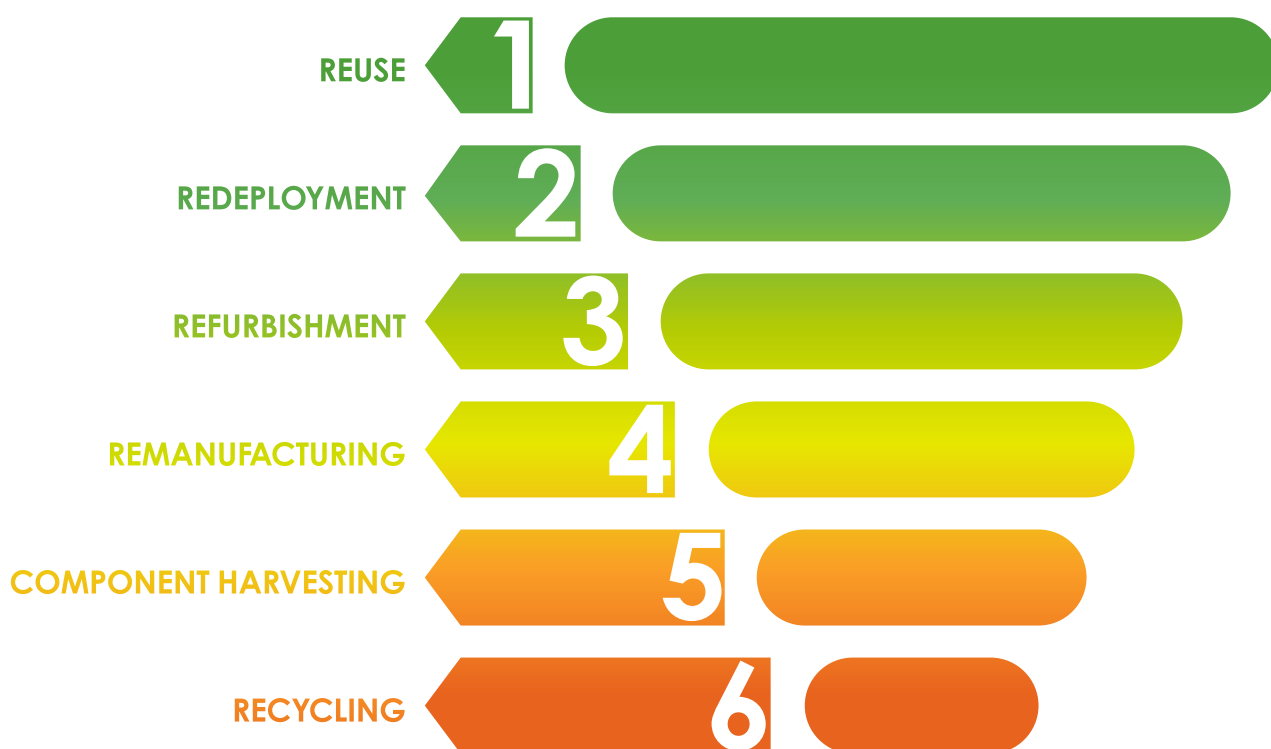
RECYCLING 6

Our Guiding Strategy: Waste Hierarchy

Following the waste hierarchy helps us maximize circularity. We prioritize repair, refurbishment, and reuse, recycling only what's left (due to the wasteful and energy-intensive recycling processes) with a zero-to-landfill policy. We're working to move the industry from the left side of the diagram above – where recycling is most common – to the right side, mirroring our approach.

Repairs and Recycling

Our RMA team launched a process to reduce hard drive waste by identifying and repairing failures. The system is used to repair returned drives – with a 42% success rate – as well as identifying and repairing potential faults in both incoming and outgoing drives to reduce future issues and cut waste.

We have a dedicated E-Waste Team who optimize our processes to avoid common recycling costs. Their work has turned costs for items like TFT monitors into revenue streams via rebates, and they've ensured materials like printer cartridges are reused by setting up links with manufacturers. This supports the development of a more sophisticated industry that incentivizes circularity. Their work separating out high-value waste streams led to over 268 metric tonnes of e-waste being recycled this year alone.

Waste Management

As a hardware business, waste management is a crucial element of our environmental sustainability efforts. This year, we handled 328 metric tonnes of waste through our UK operations (which accounts for about 80% of our global activities), 96% of which was recycled, with the rest being used for energy from waste in line with our zero-to-landfill policy. A full breakdown of waste streams and disposal methods is in the Appendix 5.

Maximizing Hardware Reuse

Following the waste hierarchy, we prioritize reuse of hardware wherever possible. This year, we've donated 1,984 lbs of IT equipment to education organizations including local schools, The UK National Museum of Computing, and charities like ReUsing IT that refurbish and redistribute hardware for reuse by those in need across Scotland and Africa.

Process and Packaging

Our packaging has been a major focus for our waste reduction efforts, with many of the improvements being driven by our Goods Out team. After trialling 14 alternatives this year in the UK, their work has seen us switch to more local suppliers, cut out single-use plastics, and trial reusable packaging options.

> *"Think about the bigger picture across the business to make sure it's not just going to look good on social media, but that it'll also be good for business. You've got to have a lot of patience with it; you can't rush the process. Otherwise, you'll end up with a product that's going to cost you a fortune because it's not fit for purpose."*
>
> **Lee Moss, UK Assistant Operations Manager**

Take a look at some of the major improvements we've made through Lee's work in the Appendix 3 and read our upcoming white paper for more details.

Next Year...

➔ Reduce single-use and virgin plastics in our outbound packaging.

➔ Explore and trial reusable packaging options.

➔ Find a scalable solution to reuse unrecyclable incoming packaging.

➔ Release a White paper on packaging best practice.

Research and Advocacy

Pioneering Research

We've been driving innovation in digital sustainability via our research lab and Sustainability Team. Some of the areas we've looked at include:

- the impact of temperature and other factors on server efficiency

- the effect of BIOS settings on server efficiency

- the energy draw of different desk hardware set ups to inform internal IT strategies

We have also supported our partner CEDaCI – the Circular Economy for Data Centers Industry project – as it expanded into seven countries and launched its Circular COMPASS tool. This enables SMEs to map materials flow, compare lifecycle assessments of IT equipment and quantify environmental impact.

Our sister company, Interact, meanwhile, was founded upon pioneering research conducted alongside the University of East London as part of a Knowledge Transfer Partnership (KTP). The findings of this project were published in the IEEE Transactions on Sustainable Computing journal. The research project was rated as 'Outstanding' by KTP in 2021 and shortlisted for KTP Project of the Year in 2022. This research led to an article that discussed the value of refurbished IT hardware in a German Nachhaltigdigital anthology on circular economy myths.

Advocating for a Sustainable Future

We reached 1,507 organizations this year via event presentations, panels, and keynotes promoting digital sustainability, including The Circular Futures Festival in Germany and DCW in the UK. On top of this, we became a corporate member of IEMA – the professional body for UK environmental practitioners – and joined the Small 99 Network to give sustainability-minded SMEs a source of sustainable IT hardware. Engaging in these activities is a key part of how we're supporting SDG 17: Partnerships for the Goals.

In Germany, we presented about sustainable IT at the nachhaltig.digital annual conference and joined the Berlin-based Prevent Waste Alliance, where we're using our experience and expertise to help reduce global waste cycles and implement effective frameworks in developing countries. We also became listed on New Zealand's SBD Circular Economy Directory, the country's largest and longest running sustainable business organization, which aims to help businesses to become more sustainable.

As the Chair of the DCA Sustainability Special Interest Group, our Head of Sustainability authored the DCA Best Practice Document for sustainability in Data Centers, and she also became one of the first Chartered Environmentalists in the sector earlier this year. Our CEO, meanwhile, joined the inaugural board of Free ICT USA, which aims to promote the ICT secondary market across the country.

Business alone can't make the changes we require, so we've also worked to inform government decisions and legislation. This year, we:

- advised a subcommittee of UK Department for Business, Energy and Industrial Strategy

- wrote to USA Senators in support of the Right to Repair movement

- contacted a New York Assembly Member in support of the Digital Fair Repair Act

Our team has promoted sustainability in various community initiatives:

- Delivered IEMA Sustainability Training to local schools, businesses, and charities

- 5 radio interviews for Your Harrogate

- The National Museum of Computing school sustainability day

- Harrogate Hospital Radio interview

- Harrogate Climate Action Festival

Next Year...

→ Disseminate the CEDaCI project across networks in Ireland, Belgium and Luxembourg with dedicated SME training.

→ Revamp internal IT hardware policies in line with energy efficiency and carbon intensity.

Net Zero

Net Zero, not Carbon Neutral

Emissions of greenhouse gases (GHGs) like CO_2 must be levelled off to bring climate change under control; going net zero is the only way to do that. Net zero is achieved when emissions are reduced as low as possible, with the remainder offset via carbon-capture schemes. This is different from carbon neutrality, which can be achieved simply by offsetting all emissions with no reductions.

With this in mind, we are going to set a science-based net zero target.

Our Carbon Footprint

We have measured scope 1 and 2 emissions for our UK operations (which account for ~80% of our activities) and much of our global activities, including France, Germany, Australia, and New Zealand. We are calculating our scope 3 emissions, too, looking at categories 5 (operational waste), 6 (business travel), 8 (upstream leased assets) and 9 (downstream transportation). For Scope 3, we have defined our boundaries as everything that we pay for.

Based on the tariffs that we pay for, our total carbon footprint this year is 1,541.59 tonnes CO_2e. As a ratio of our turnover, this corresponds to an emissions intensity of 20.02 tonnes per million (£).

Total CO$_2$e Emissions

Downstream transportation and distribution (S3)

1,298.54 TCO$_2$e
(84%)

Leased assets (company cars) (S3)

1.31 TCO$_2$e
(<1%)

Owned delivery vehicles. Gas purchases (S1)

77.70 TCO$_2$e
(5%)

Electricity usage (market based) (S2)

37.63 TCO$_2$e
(2%)

Processing of waste generated in operations (S3)

7.10 TCO$_2$e
(2%)

Business travel (trains and planes) (S3)

119.30 TCO$_2$e
(8%)

1,541.59
tonnes CO$_2$e

KEY
S1 – Scope 1 Emissions
S2 – Scope 2 Emissions
S3 – Scope 3 Emissions

Reducing Our Footprint

We've made a number of changes to reduce our impact while we chart our route to Net Zero:

- Switched to renewable energy tariffs at the majority of our offices.

- Adding two electric vans to our delivery fleet.

- Provided driver efficiency training to all van drivers.

- Moved to 100% electric forklifts in our UK ITAD facilities.

- Conducted in-house energy efficiency research.

Next Year...

→ Global scope 1-2 measurements including USA and Canada operations.

→ Full Scope 3 estimation.

→ Verified Net Zero plan and decarbonization pathway.

→ Continue to optimize our packaging.

PROFIT

This pillar is about more than just making money. It covers the impact we have on our local, national, and international economies through activities like creating employment opportunities, generating wealth, and driving innovation. Building a strong and resilient business is also the only way we can keep delivering social and environmental value, so this underpins all our other activities.

Organic and Sustainable Growth

We've organically built a profitable and scalable business that creates strong economic returns as well as social and environmental benefits. As a privately owned company, we have the freedom to make decisions that are in line with this ethos.

Our consistently high year-on-year turnover and profit growth, which saw us ranked the 84th-fastest-growing tech company in the north of England last year, have been reinvested into various sustainability-focused R&D projects and an employee-led charity fund. In addition, we are committed to using our profits to insulate our team from cost-of-living challenges, which is why we are a certified Real Living Wage Employer in the UK.

FINANCIALS

$**83.69**m* Turnover

25% Year-on-Year Turnover Growth

*based on currency conversion at: 1GBP/1.23USD

HEADCOUNT

Grown from a team of 2 in 2005 to 307 today

20.2% Year-on-Year Headcount Growth

97.8% Month-on-Month Retention Rate

14% Projected Year-on-Year Headcount Growth Rate Until 2025

We also have a strong focus on training and professional development to ensure our employees enjoy meaningful work opportunities that help them meet their career goals.

Our achievements this year:

→ 77 employees have gone through external training.

→ 18 employees have taken the IEMA sustainability training course.

→ 19 employees have been internally promoted.

Vancouver CANADA

Harrogate ENGLAND

Goch GERMANY

Minnesota USA

Paris FRANCE

New Jersey USA

Melbourne AUSTRALIA

Auckland NEW ZEALAND
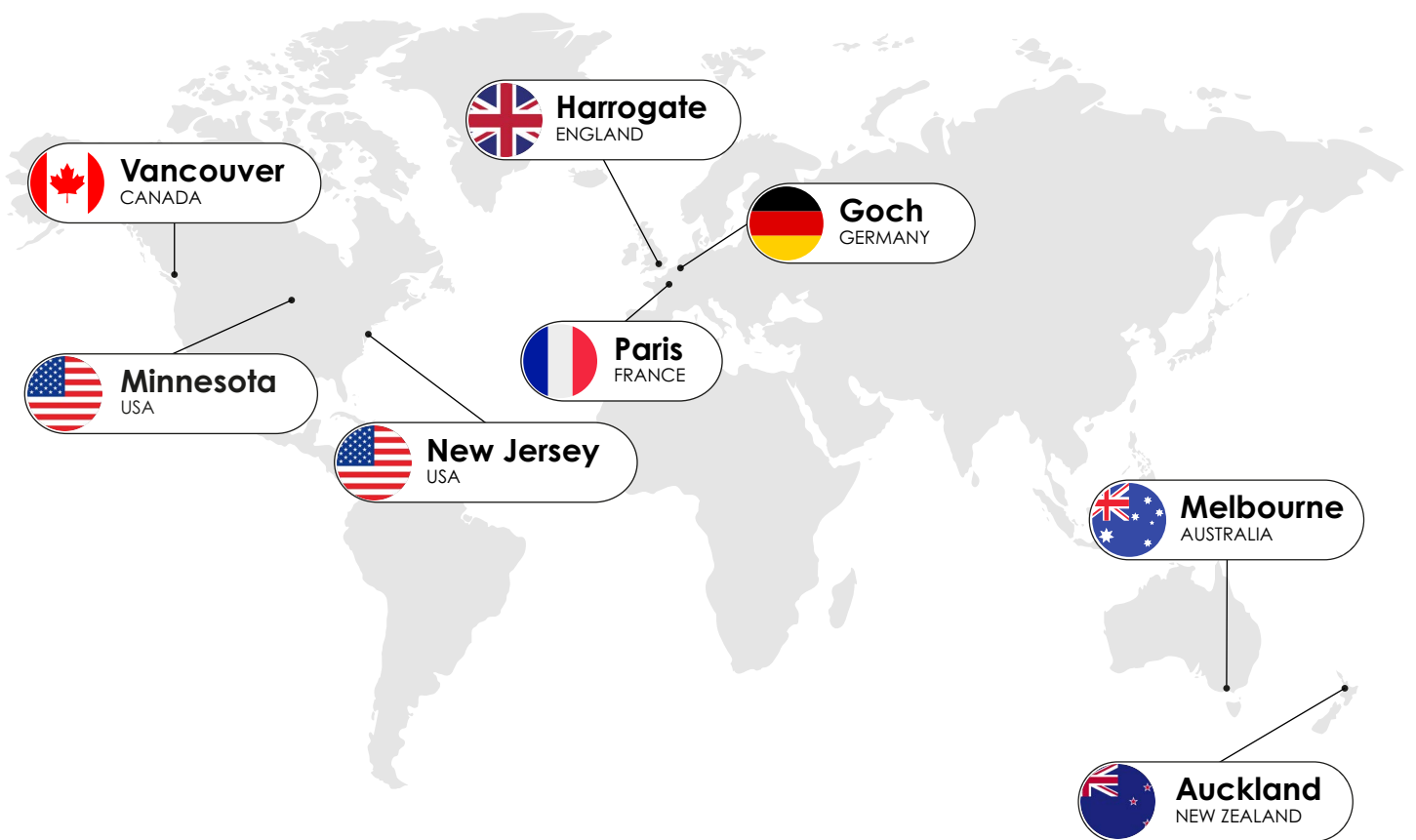
Future Development

After expanding into six additional countries, our operations now extend around the world with 13 offices located across Europe, North America, and Australasia. This enables us to spread our profitable circular economy practices internationally, and our Sustainability Committee has representatives from each of these locations to ensure best practices are embedded across our entire operations. This year, we also took on a new office in our base of Harrogate to enable the continued scaling of our ITAD and Goods In teams to help meet the growing demand for a circular IT economy.

Resilient Business Model

The supply chain issues seen over the last few years can be countered by a thriving circular economy, which Techbuyer is proud to be a part of. We scaled to meet the soaring demand for refurbished hardware when the chip shortage limited the supply of new machines, which helped support businesses through times of uncertainty. At the same time, we have diversified our offering. In 2021, we launched Techbuyer Enterprise Services, through which we offer new hardware via a consultancy service when it is best suited to customer needs.

Next Year...

→ 16% projected headcount growth rate.

→ Recruit a Training Manager to further promote learning and development.

→ Promote diversity, equality and inclusion through employee surveys and training.

→ Launch an internal portal encompassing HR, learning and development, and payroll

→ Achieve Investors in People Accreditation

Appendix 1: Sustainability Risk and Opportunity Mapping

This table contains an overview of our sustainability impacts, risks and the actions we are taking as a result.

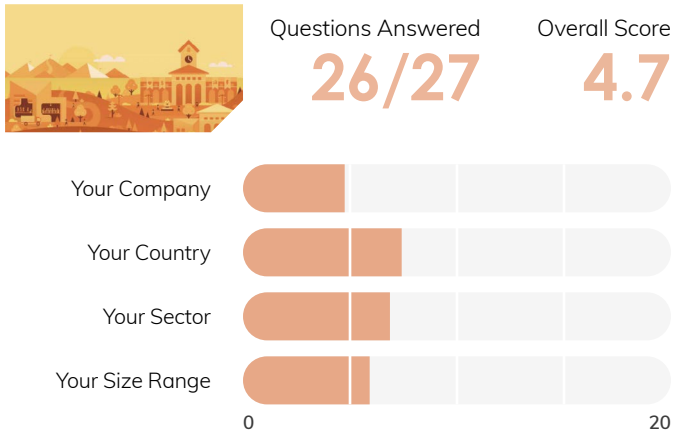| Area	Relevance	Sustainability Risk	Opportunities Seized
Waste Plastics	Plastics are found in our products and packaging.	Plastic pollution and lack of breakdown or breakdown into microplastics.	Continual innovation, trials, and consultancy on improving packaging.
Cardboard	Cardboard is used in our packaging.	GHG emissions through production and burning and at end of life.	Minimize packaging requirements and look into reusables to reduce amount of cardboard used. Work with bailing and recycling partners. Distribute unrecyclable items to local charities for arts and crafts supplies.
Circular Economy	The IT industry follows a traditional linear take-make-waste approach to material use.	Emissions, pollution and human health impacts from Manufacture and End of Life of IT assets. Resource depletion, particularly of rare earths. Build-up of e-waste, which can lead to soil and water contamination and impacts on human and animal health if not properly recycled.	Product life extension through IT Asset Disposition, refurbishment, and remanufacture. High-value recycling and component harvesting. Extend repairs capacity for failed equipment. R2 v3 end-of-life tracking for recycling.
Energy Efficiency	The products we sell are high energy users, with potential for energy waste. Similar challenges exist internally as our operations expand.	Most energy is still produced from fossil fuels, so there is a large carbon and environmental cost associated with energy wastage.	The Interact tool recommends energy efficient solutions for customers. Our internal Research Team is exploring on the effect of factors like heat and BIOS settings on server efficiency. We're conducting in-house energy efficiency research for desk hardware set ups to inform IT strategies.
Workplace: Staff Wellbeing	We employ 300+ people across the world across 13 offices. Covid / lockdowns and inflation have created additional stresses and issues.	Increased stresses can reduce employee health, happiness, productivity, and retention. The rising cost of living can exacerbate this.	We have 30 Mental health first aiders. We have achieved a Real Living Wage accreditation. We carried out the B Corp Benefit Impact Assessment to identify areas where we can improve.

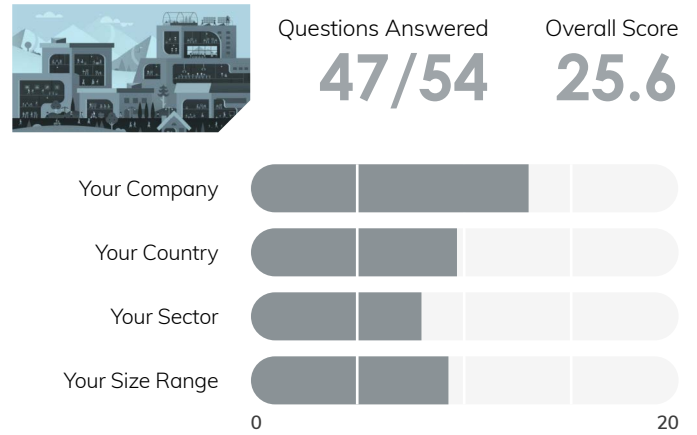| Area	Relevance	Sustainability Risk	Opportunities Seized
Workplace: Health & Safety	We work with machinery and components, many of which contain heavy metals or corrosive materials.	Injury, sickness, and/or environmental damage could occur through improper treatment of materials and chemicals, including mercury, lead, beryllium, cadmium, PCBs, phosphorous compounds, flame retardants, silica dust, hexavalent chromium	Extensive health and safety training in line with policy. No materials recovery conducted on site.
Transport	Domestic and international transport of goods is a key area of our business.	Transportation has a significant cost in terms of carbon emissions. In addition, the increase in our fleet has meant we are vulnerable to the increase in fuel prices.	We conducted driver fuel-efficiency training, and we purchased two electric vans. We work closely with our couriers to get increased oversight of our impact and have dedicated offices to service each global region.
Purchasing	We are a product-led business, so purchasing is key to our operations.	Environmental, social, and business (reputational and compliance) risks through improper sourcing of equipment and failure to adhere to in-region sales.	Anti-corruption policies. Certified data sanitization on all data bearing devices.
Data Security	We manage second-hand IT hardware, much of which is potentially data-bearing.	Data leakage would be costly and damaging to our customers, meaning they are less willing to adopt reuse and resale policies.	Data-bearing devices are sanitized using approved software. We also shred data-bearing components on customer request.

Appendix 2: B Corp Assessment Exercise

This year, we expanded our benchmarking toolkit. Using the B Corp Benefit Impact Assessment (BIA), we identified strengths and areas for improvements to help inform our overarching sustainability strategy. We're not currently looking to pursue B Corp certification, but the BIA is a powerful tool for assessing our work and charting improvement paths.

Governance

	Questions Answered	Overall Score
	26/27	**4.7**

Your Company
Your Country
Your Sector
Your Size Range

0 — 20

Workers

	Questions Answered	Overall Score
	47/54	**25.6**

Your Company
Your Country
Your Sector
Your Size Range

0 — 20

Community

	Questions Answered	Overall Score
	51/53	**16.1**

Your Company
Your Country
Your Sector
Your Size Range

0 — 20

Environment

	Questions Answered	Overall Score
	62/72	**34.9**

Your Company
Your Country
Your Sector
Your Size Range

0 — 20

Customers

	Questions Answered	Overall Score
	11/11	**3.8**

Your Company
Your Country
Your Sector
Your Size Range

0 — 20

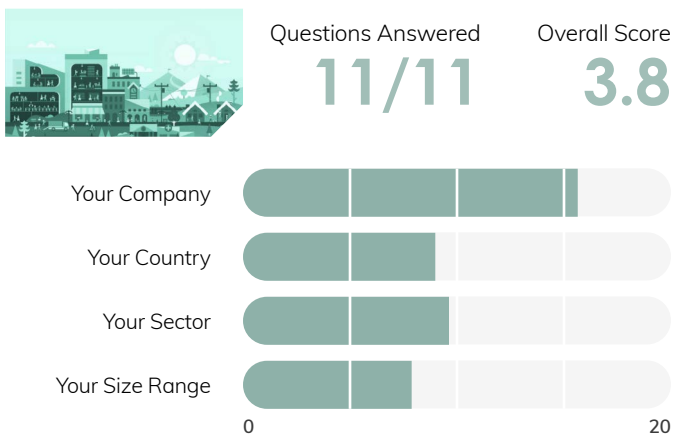**Our score:**

85.3

Appendix 3: Packaging Sustainability Issues and Solutions

Our ethos on packaging is to effectively and efficiently promote as much material as possible up the waste hierarchy. This means that product should be designed and processed for reuse where possible and designed using materials that are both recyclable and contain recycled content where necessary in order to create the best solutions at end of life.

Packaging Item	Use Case	Sustainability Issues	New Solution
Protective Foam	Provide strong protection for delicate hardware like servers during shipment.	Made from low-density polyethylene (LDPE), which is not widely recycled due to the complex process it requires.	Collaborated with our supplier to develop Eco Strata™ - recyclable and made from 70% recycled plastic, 10x more than average foam. Now in use across our UK operations, with plans for global roll out.
Envelope Wallets	Used for shipping notes and internal labelling.	Made from non-recycled and unrecyclable plastic.	Rolled out a biodegradable and recyclable paper-based alternative.
CPU boxes	Store CPUs during warehousing and shipment.	Made from non-recycled plastic.	Switched to a plastic clamshell solution. They're 100% recyclable and made with 70% recycled content. They're also very lightweight and are supplied from Yorkshire, which reduces shipping emissions.
Memory Boxes	Store RAM memory DIMMS during warehousing and shipment.	As above, these are also made from non-recycled plastic that is also quite brittle, which makes reuse unviable due to cracking during use.	Switched to the same clamshell design as the CPU boxes.
Anti-static Bags	Store and protect devices from cosmetic and static damage during storage and shipment.	Made from non-recycled and non-recyclable plastic.	Use layflat tubing (recyclable and made from 30+% recycled plastic) for items that don't need anti-stat protection.
Rubber Bands	Used as cable ties.	Have a short shelf life and degrade during storage.	Velcro cable tidies that do not degrade.

Appendix 4: Carbon Footprint Breakdown

We are reporting in conformance with the GHG Protocol Corporate Standard. Scope 1 emissions were compiled using milage data and emissions factors for company vans, as well as gas usage data. Scope 2 and Scope 3 data were collated using supplier and partner information and related emissions factors.

This table details our footprint for our operations in the UK, France, Germany, New Zealand, and Australia across the last two financial years. Our larger footprint this year is due to expansion, additional travel after COVID, and including more detail in our Scope 3 calculations. While maturing our approach this year, we improved our figures for last year to act as a baseline for our Net Zero commitments, which we'll set in FY 22-23.

GHG Scope and Category		Emissions Sources	FY 20-21 (tonnes CO_2e)	FY 20-22 (tonnes CO_2e)
Scope 1 (direct emissions)		Owned delivery vehicles. Gas purchases.	86.04	77.70
Scope 2 (indirect emissions, market-based)		Electricity usage (tariff carbon intensity)	27.06	37.63
Scope 2 (indirect emissions, location-based)		Electricity usage (grid carbon intensity)	118.66	136.97
Scope 3 (supply chain emissions)	Scope 3, Category 5	Processing of waste generated in operations	3.04	7.10
	Scope 3, Category 6	Business travel (trains and planes)	12.82	119.30
	Scope 3, Category 8	Leased assets (company cars)	-	1.31
	Scope 3, Category 9	Downstream transportation and distribution	584.97	1,298.54
	Scope 3, Total		600.83	1,426.25
	Total footprint (market based)	Total CO_2e emissions	713.93	1,541.59
	Total footprint (location based)	Total CO_2e emissions	805.53	1,640.93
	Emissions intensity vs turnover*	**Footprint per £ of T/O (market-based)**	**13.04**	**22.62**

*Reporting our footprint as a ratio of our turnover enables us to make year-on-year comparisons that account for our high growth.

Appendix 5: UK Waste Streams and Disposal Methods

Techbuyer operates a zero-to-landfill policy across all operational waste.
Wherever possible, waste is recycled to its highest value; anything that cannot
be recycled is used for energy recovery rather than going to landfill.

Breakdown		Proportion	Total (kg)
Waste Stream	E-waste	82.8%	268,725
	General Waste	5.27%	17,303
	Mixed Recycling	43.72%	12,230
	Cardboard	7.85%	25,800
	Confi-Shred paper	0.22%	780
	Glass Recycling	0.25%	828
	Bubble wrap	0.04%	140
	Plastic Recycling	0.82%	2,690
	Total		**328,496**
Disposal Method	Energy From Waste	4.09%	13,439.30
	Recycled	95.91%	315,056.70

Email:
info@techbuyer.com

UK
+44 1423 789 120

Germany:
+49-2823-8791670

France:
+33(1) 73 08 82 38

USA:
+1-856-673-0208

Asia Pacific:
+64 9 222 1500

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DEVELOPMENT
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