Techbuyer

Social Value Report 2023/24

Introduction

To Techbuyer, social value means giving back to the things that matter: **our customers, our employees, our community and the environment.**

In this report you will find all the ways we have contributed social value to these stakeholders through collaboration and innovation.

"Social value is important at Techbuyer, not just for what it delivers to our customers but also for the benefits it brings internally. Volunteering, developing careers, working with the wider sector and improving our own sustainability performance is part of what makes Techbuyer a rewarding and fulfilling place to work."
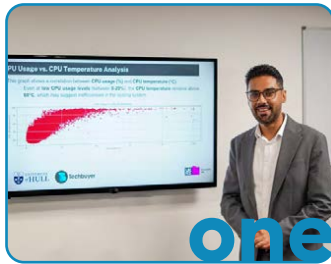
Astrid Wynne, Head of Public Sector and Sustainability

Overview

The 2013 Public Services (Social Value) act defines social value as: "the economic, social and environmental benefits" that an organisation can provide alongside, and in addition to, their business as usual.

Broadly speaking, our social value offering can be separated into three major categories:

Sustainability
Reducing our Carbon footprint and waste generated in operations, as well as engaging with other organisations to promote sustainable practices.

Being an ethical employer
Looking after our employees' wellbeing with our policies, equal opportunities and support.

Building community and creating opportunities
Working with partner organisations to enrich the lives of people in communities locally and abroad.

Each section of this report will detail the interventions carried out by Techbuyer and the social value that they contribute[1].

[1] We have calculated social value using the TOMs framework where possible and added the monetary equivalent in this report.

Sustainability – Environmental

As dedicated circular economists, environmental sustainability is Techbuyer's traditional strongpoint. These are the actions this year:

Net Zero pledge and Carbon Reduction Plan:
We have pledged to be Net Zero by 2050 with an interim target of 42% reduction in our emissions by 2030.

→ **Net Zero**

Zero waste to Landfill:
None of our waste goes to landfill, with our excess going to be recycled, donated for arts and crafts or used to make energy as appropriate.

→ **Operational Sustainability**

ISO 14001 and R2v3 certification:
We continue to maintain certification of ISO 14001 (Environmental Management Systems) and R2v3 (Downstream Recycling and Materials Reclamation).

→ **Accreditations**

EcoVadis:
In 2023 we received our first rating through EcoVadis – an external ESG rating service: a silver medal and placement in the top 17% of companies on the platform. We improved on this in 2024 moving into the top 12%.

→ **What is EcoVadis?**

We invited out local MP at the time, Andrew Jones, into our facility to sign the Repairs and Reuse Declaration and to give a full tour.

Clean and Renewable Energy where Possible:
We have moved as many of our energy supply to renewable tariffs as possible, reducing our emissions by 221.77tCO2e – nearly 70% of our scope 2 emissions.

TOMs value: £14,860

Consolidation of Downstream Transportation:
Our logistics team have worked to consolidate our outgoing deliveries, making less trips and reducing our associated emissions by approximately 355t CO2e.

TOMs value: £23,788

Paper Reducing Projects:
We have worked to cut down our paper usage by examining what we print and why, which has resulted in a significant reduction in our paper use–nearly 50% over two years.

Use of Electric Vehicles:
We have increased the proportion of electric vehicles in our fleet to reduce the emissions associated with our fleet. Our renewable energy means we can eliminate the emissions associated with charging vehicles. In the last year our electric vehicles travelled 30,336 miles.

TOMs value: £230.55

Building Consolidation:
We have consolidated our premises in Harrogate from three buildings down to two. Our previous site in Hookstone was inefficient to heat, requiring high gas use. Moving our operations into more modern sites with better heat proofing will reduce our scope 1 emissions.

We also believe in advocating for positive change in our sector and its value chain. These are our activities this year:

GDSA:
Four members of staff across Techbuyer are members of the Government Digital Sustainability Alliance (GDSA), a specialist group with the aim of delivering guidance to the UK government on reporting methodologies, training frameworks and advice on key societal issues.

Educating Our Supply Chain:
As an IEMA accredited training centre, we provide sustainability training to our corporate partners. In 2023/24 we provided the Environmental Sustainability Skills for the Workforce course to 10 organisations. We also delivered our 5 day Foundation in Environmental Management course to 3 external candidates.

TOMs Value: £1231.95

→ **IEMA Accredited Sustainability Training**

SDG Targets:
In 2020 we chose 9 targets based on 3 Sustainable Development Goals: good health and wellbeing, quality education, and responsible consumption and production. As of 2024 we have achieved 4 of these targets, with significant progress made across our last reporting year.

→ **UN Global Goals**

Sustainability Committee:
A staff led committee that meets monthly to organise Sustainable endeavors and look at ways to increase our progress toward the remaining SDG targets.

Circular Packaging Solutions:
We have worked extensively with packaging suppliers to look at ways we can improve circularity, including our work with CircoPack to trial a reusable bag. We also continue to use the standards established by our packaging white paper.

→ **Improve the Sustainability of Your Packaging**

Repairs Declaration:
We hosted our local MP Andrew Jones to sign the IT Reuse and Repairs Declaration – a call for the UK government to implement policies that encourage the repair and reuse of technology.

→ **Local MP, Andrew Jones, Signs Reuse and Repairs Declaration**

Green Skills Campaign:
In partnership with IEMA, we signed a letter advocating the need for green skills training. This letter was then passed to the COP presidency in Baku.

York and North Yorkshire Business Growth Hub:
Techbuyer is one of a group of Yorkshire based businesses that meet to discuss sustainable business practices. In November 2024 we hosted a meeting of the growth hub.

Being an Ethical Employer

We believe in a happy, healthy and well-supported workforce.
We have supported this in the following ways this year:

Employee Focus Group:
2024 saw the formation of a staff-led committee who meet to discuss ways they feel the company could improve in their practices, particularly towards staff opportunities and working conditions. Any feedback from this committee is then passed to the board anonymously.

Apprenticeships:
Techbuyer offers a variety of IT apprenticeship courses to their staff including training certified by Microsoft, the British Computing Society and Comp TIA. We currently have 8 employees on apprenticeship programmes.

TOMs value: £11,315.20

→ Techbuyer's Apprenticeship Case Study

We maintain the following ISO certifications:
ISO 9001:   Quality Management Systems
ISO 14001: Environmental Management Systems
ISO 27001: Information Security
ISO 45001: Health and Safety

→ Techbuyer's Accreditations

IEMA Accredited Training offered to all staff:
To date we have delivered the Environmental Sustainability Skills for the workforce training to nearly 70% of our staff. 33 courses were delivered to staff in 2024 alone.

→ IEMA Accredited Sustainability Training

BUPA Healthcare:
We continue to offer BUPA healthcare free of charge to staff that have passed their probationary period. This gives our employees access to a range of BUPA healthcare and dental services with only an excess to pay.
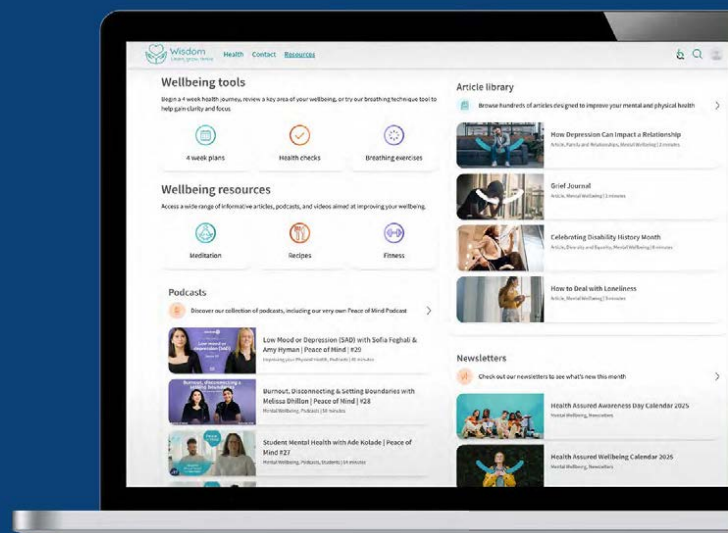
Employee Assistance Program:
All Techbuyer staff have complimentary access to the Metlife EAP service, offering free advice on financial, mental and physical wellbeing.

Life Insurance Policy:
All Techbuyer staff have life insurance coverage courtesy of Metlife that will pay out two times the salary of the employee upon death in service.

Employee Wellbeing Days:
We have run a variety of special days for our employees to ensure they feel looked after and appreciated, including National Employee Appreciation Day, World Health Day, International Self Care Day, Cycle to Work Day and International Happiness at Work Day.
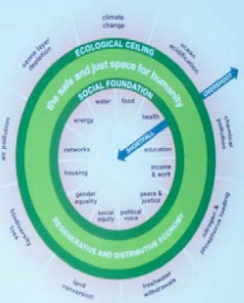
We offer IEMA accredited sustainability training to all members of our team to encourage knowledge sharing throughout the business.

All sessions are run by our IEMA accredited trainers to deliver courses at the highest level.

Building Community and Creating Opportunities

We promote partnerships, policies and actions that benefit communities globally and provide opportunities through the education of green skills and provision of work experience:

Partnership with Disability Action:
Techbuyer works with local charity Disability Action Yorkshire to provide weekly work experience in our drive test department for an individual with Special Educational Needs.

→ **Work Placements Case Study**

Support for Local and National charities:
Every year Techbuyer invites staff to suggest and vote for five charities that we will support that year. This year we have chosen to support the RSPCA, Harrogate Hospitals Trust, Breast Cancer Now, Macmillan and the Lawpong Foundation. We support charities through financial and equipment donations, raising awareness and giving our time volunteering or fundraising.

→ **Charity at Techbuyer**

Volunteering Policy:
Techbuyer has a volunteering policy that allows staff to apply for paid time off volunteering for one of our partner charities. Employees can take up to two days a year performing a variety of activities and be compensated for their time.

TOMs value: £46,649

Member of ITSA Business Group:
Techbuyer is a member of the ITSA Digital Trust business group; a collection of businesses with the aim of bridging the digital gap between Africa and Western countries using IT donations and education. Our donation to IT Schools Africa provided 11 low income secondary schools in Malawi with IT Labs – had an impact on 8,800 students.

TOMs value: £2,000

→ **IT Schools Africa Case Study**

Charities Committee:
Every month a group of Techbuyer employees meet for our internal charity committee. This staff lead committee is responsible for planning activities and engagements with our chosen charities, as well as deciding how the charity's budget is distributed.

University Partnerships:
Working with Leeds University, we hosted a Masters student in Sustainability and Consultancy to produce a document on the best practice for donating IT equipment to Ghana. This guide suggests a list of guidelines (such as the importance of repair guides and user manuals) that we have since applied to any subsequent donations to the region.

→ **Establishing best practices for IT donation to Western Africa**

Donations to Educational Bodies worldwide:
In the last year we donated nearly 8,400 kilos of IT equipment to aid in the education of young people globally. We worked with our partners at ReUsing IT, IT Schools Africa and the Turing trust, as well as sending a convoy to Ukraine to deliver IT hardware and peripherals to students. We also reached out to local schools to provide replacement keyboards, mice and monitors to aid in their IT refresh.

Educating Young People in Sustainable Technology:
As part of our commitment to SDG 4: Education for All, we have engaged on multiple projects (totaling 362 hours) in 2024 to educate students on the importance of Sustainable IT and the circular economy. Most recently we took a group of employees to the Green Employers Conference at Pontefract College to do a session on Hard Drives.

TOMs value: £5,357

→ **New College Pontefract Green Employer Conference**

We work on a continuous basis to refurbish laptops in partnership with Reusing IT to bridge the digital gap.

Delivering Social Value in Our Products

In addition to the aforementioned social value offerings in this report, Techbuyer has produced a range of products that help our customers to understand the environmental impacts of Technology and help them to make informed purchases.

Carbon Calculator:
Developed in-house by Techbuyer's Sustainability Department, the carbon calculator uses published LCAs (Life Cycle Analyses) and research findings to articulate the emissions saved by buying refurbished IT equipment over new.

Energy Efficiency on Server Configurations:
This is generated by Interact, an ML product fed by thousands of hours of benchmarking on all makes, models and configurations of servers. The research has been verified by academic peer review and results published in the IEEE Transactions on Sustainable Computing and Elsevier.

Cloud Physics:
HPE's CloudPhysics is a non-invasive tool to assess the current performance of your IT hardware in real-time. Our team use this tool to examine your current infrastructure and where we can make improvements for increased efficiency against your workload.

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