

Techbuyer

Sustainability Report 2024



At Techbuyer we are committed to reducing the environmental impact of the IT industry, by extending the lifespan of hardware, conserving resources, and minimising electronic waste. Our Sustainability Report 2024 documents the progress we have made towards our environmental goals, our key learnings, and where we aim to improve in the future.

Each year, we release this report to celebrate our wins and reflect on our efforts, as well as to report on all the sustainability metrics we measure, ensuring that we remain transparent to our suppliers, customers and partners.



Cover and Inside Cover

Members of our team come together to show support for Global Goals week.

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A word from our CEO

Steve Sexton



Creating a business that we can be proud of, one that combines profit with doing the right thing, has always been at the heart of our business strategy. During this financial year in particular, the commitment has been evident throughout the whole team here at Techbuyer.

We have seen major developments and a shift in focus that we can not only be proud of, but also puts us in good stead for the year to come. Reaching our net profit target despite the previous year's difficult market has been supported with large gains on our commitment to people and planet too. From assessing and vetting suppliers to ensure their quality and ethics, to streamlining our own business practice, 2024 has been a year of working to do things right.

I'm proud of the hard work, commitment and innovation displayed by each department this year. Despite the constant evolving markets, every department has adapted well to ensure the business is trading as effectively as possible, providing our customers the best possible service whilst treating all our partners and suppliers with respect and fairness. I have seen the company grow in strength despite a restructuring of how the business operates to adapt to new markets, consolidation of facilities, and a new vision from our management teams. Throughout these changes, our focus on teamwork and commitment, as well as becoming a truly circular, ethical, and sustainable supplier has remained.

We hit many key milestones in our journey this year; we achieved our fourth UN Sustainable Development Global Goal – having diverted over 4 million kilograms of e-waste from landfill, we were invited to join the Government Digital Sustainability Alliance (GDSA), and we extended our charity partnerships.

With this in mind, 2024 is a year that we can look back on with pride and a sense of achievement, but also of reflection – where can we do better for 2025? Where can we align our focus to take ourselves further in our sustainability journey?

The next financial year brings unlimited opportunities, many of which we have already begun exploring. With new emerging technologies in the recycling sector, new solutions for sustainable IT development, and further opportunities for social benefit in our contracts, we are looking towards our next chapter with anticipation.

Our aims into the new year are to further strengthen operating profit health over the medium term and to create a happy, productive and rewarding work environment for our entire team. Techbuyer's business strategy aims for consistent net profit over the medium term by diversifying the business to ensure long term success. Achieving this aim in an ethical manner is of paramount importance to all senior leadership.

Techbuyer is the leading provider of sustainable solutions, encompassing each stage of the IT lifecycle – procurement, maintenance and eventual disposal. We offer a range of infrastructure, cloud services, back-up, analysis and virtualisation for our enterprise customers, as well as new and refurbished servers, storage, and networking, to customers looking to make the best use of IT assets.

Within each service and each solution is the drive to design out energy and material waste, making best use of resources internally and throughout the value chain.



September saw us host a sales incentive day with one of our partners, featuring some fun and games!

“ We are focused on creating a happy, productive working environment for ourselves, our customers, suppliers, and communities.”

Snapshot Highlights



← EcoVadis Rating

Techbuyer joined the EcoVadis framework in 2023 with a silver rating. We followed the advice and feedback we received and increased our scores in several areas to receive another Silver Rating in 2024.

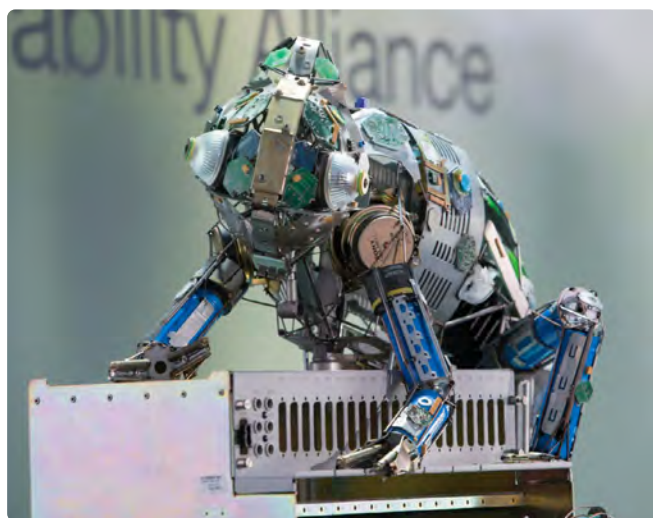


← Additional Trainer for IEMA Training Centre

Our training centre is growing! With Alan Fisher we now have two accredited trainers available. This means we can extend the training offerings that we provide to our internal staff, as well as external partners and customers.

Government Digital Sustainability Alliance (GDSA) →

This year we became members of the GDSA, working with Defra to inform government on environmental best practice for their IT hardware use, maintenance and disposal. This alliance allows us to confer with likeminded organisations, as well as government officials, on how we can become more sustainable with technology.



31,356,147_{kg} CO₂e

← Yearly Carbon Calculator Figures

Through selling refurbished IT hardware, our sales team have made a potential carbon saving of 31,356,147kg CO₂e against new equipment.

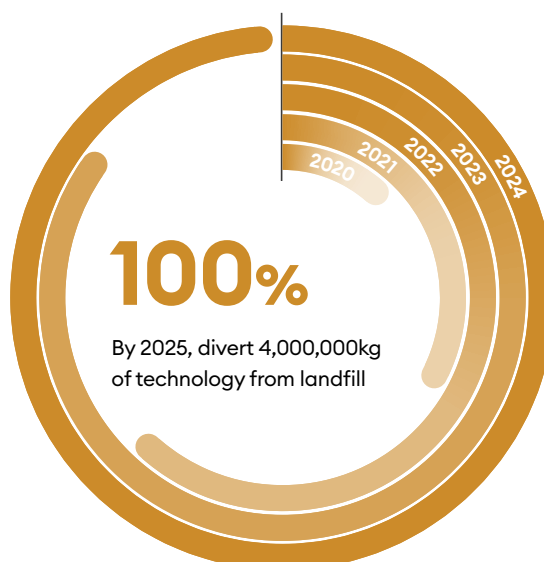


← Techbuyer's Chairman Visited Ukraine

Techbuyer's founder and chairman, Kevin Towers, joined the Yorkshire Aid Convoy earlier this year on a trip to Ukraine, delivering essential goods to those living in an area of conflict. Techbuyer donated 2,000 storage drives, included in 2,000 refurbished laptops supplied by Reusing IT, to children who have been displaced from education, allowing them to continue learning online. We also helped to raise over £15,000 for the Yorkshire Aid Convoy to help them continue their amazing work.

SDG Progress Update →

We are proud to announce that earlier this year we officially hit our fourth Sustainable Development Goal target, diverting 4,000,000kg of technology from landfill since 2019!



**SUSTAINABLE
DEVELOPMENT
GOALS**

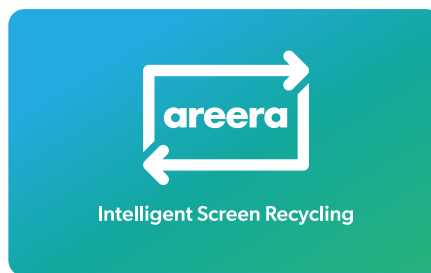
Emerging Ideas and Opportunities

We're constantly looking for ideas and opportunities to increase our understanding of sustainable IT hardware and to create meaningful partnerships for advancing environmental best practice. These are the projects that we hope to explore in the coming year:



Circul8

A machine learning software tool, tailored to the IT estates of small and medium sized companies looking to make the most of their IT assets. It enables smart decisions on when to migrate assets, when to repair and when to cascade between users in order to maximise economic and environmental value over the course of the lifetime of IT.



AREERA

AREERA use AI analysis of products and x-ray technology to maximise materials reclamation when recycling goods. It's a dry process (uses no water) so massively reduces the risk of soluble POPs getting into the water table. It's predominantly used to remove materials from screens and displays.

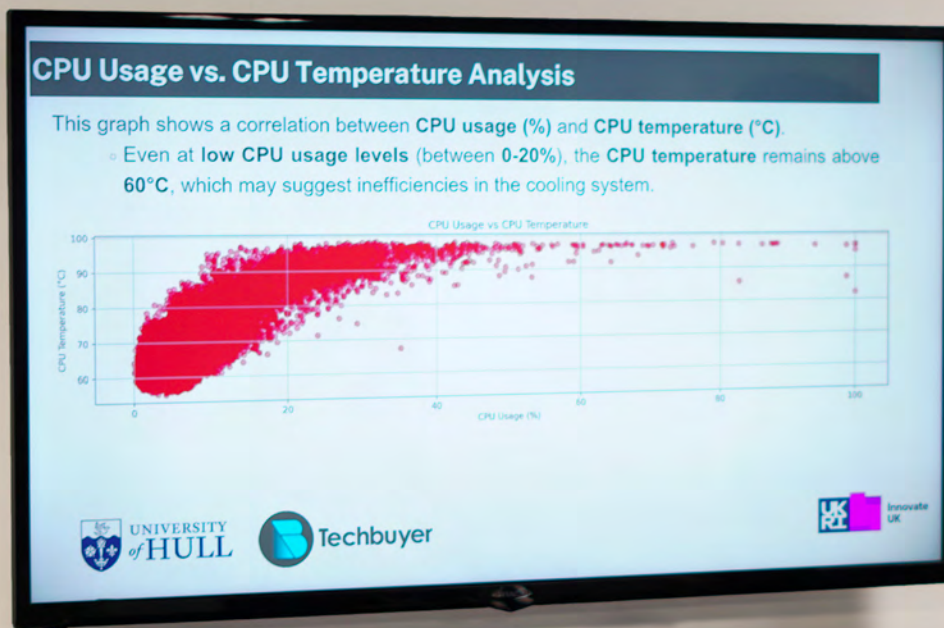
This technology is an exciting project that we are looking to explore in the coming year.



Bioleaching

We have partnered with Bioscope to explore bioleaching technologies for our e-waste. Bioleaching uses bacteria to remove a greater range of elements than traditional recycling, including nickel, zinc, palladium and silver. The process is almost totally circular with minimal waste and is constantly being worked on to improve efficiency in materials removal.

This is another emerging technology that we aim to explore in greater depth in the next financial year.



KTP Associate Bilal Khan presenting the findings from his research

AI Working Group

In January 2024, the Techbuyer AI Working Group was formed. The AI Working Group is composed of individuals with varied expertise and perspectives. It is united by a shared passion for AI and its transformative potential.

We are dedicated to fostering a culture of innovation, collaboration, and idea sharing. By aligning our AI initiatives with our broader business goals, we ensure that our efforts not only advance our technological capabilities but also contribute to the overall success and sustainability of our company. We are excited to see where this emerging opportunity can take us into 2025.

Techbuyer's Research Team

The Research Team have been continuing their work on a digital twin for data centres able to integrate all modelling systems for IT, cooling and energy flow on the market. This cutting edge approach integrates the work of other specialists, counteracting the siloed approach to data centre development into one open access tool. Meanwhile, Techbuyer has also been working on an application to optimise PC and laptop use and lifespan in enterprise IT estates. Part of a Knowledge Transfer Project with the University of Hull, the project combines Techbuyer's experience of influencing behaviour change and materials usage with the University's expertise in machine learning and data analysis. The output will be a specialist software tool, Circul8, which is ready to launch in 2025.

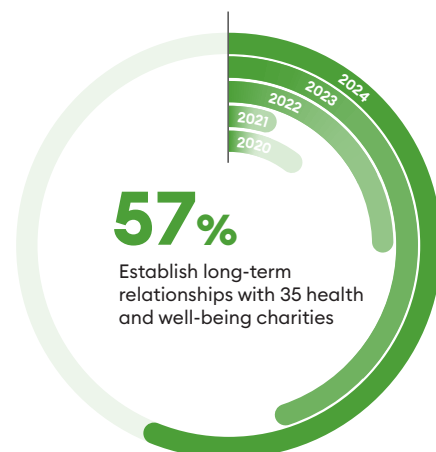
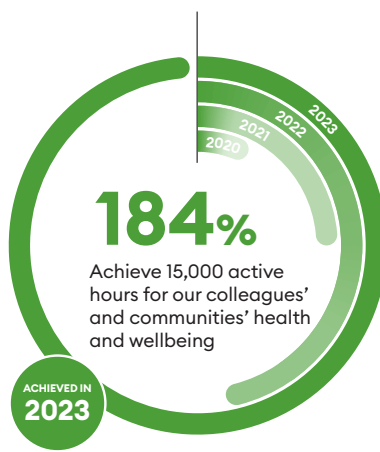
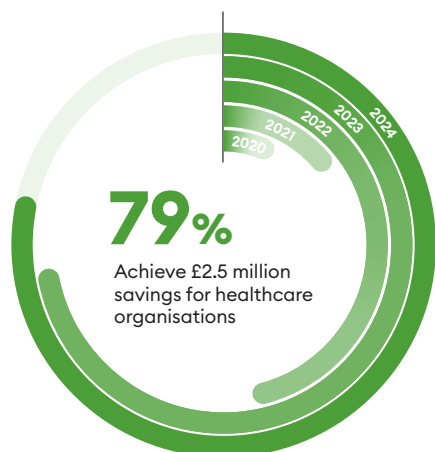
Knowledge Transfer Partnership (KTP) with the University of Leeds

We've been exploring the IT habits of businesses to explore how we can extend the use phase of technology and monitor performance of devices for optimised use. We gathered information through a survey, asking participants about the use of IT in their company and published our findings. This survey will be instrumental in development of this KTP.

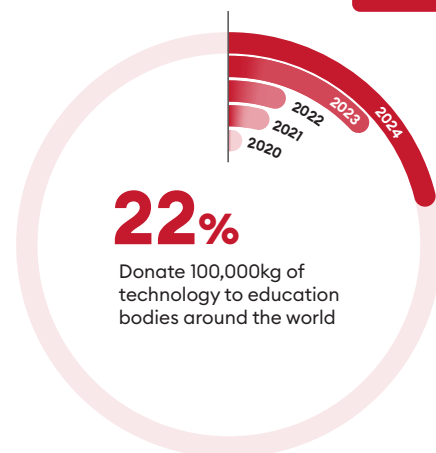
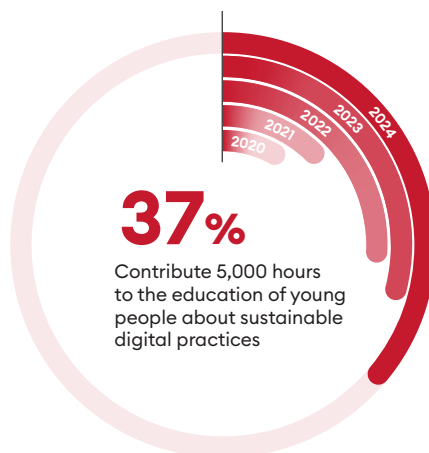
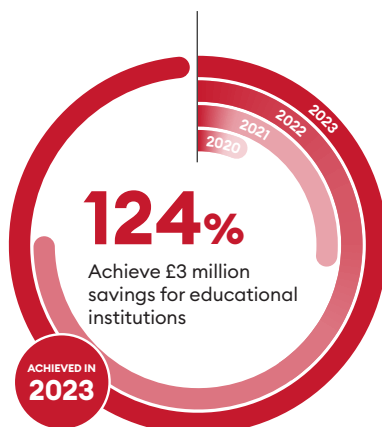
Global Goals Update

In 2019 we signed up to support the UN Global Goals for Sustainable Development, setting nine targets against three of the goals that aligned most closely with our business. Five years later, these targets are still driving our sustainable development and we are proud of the progress we have made in this area.

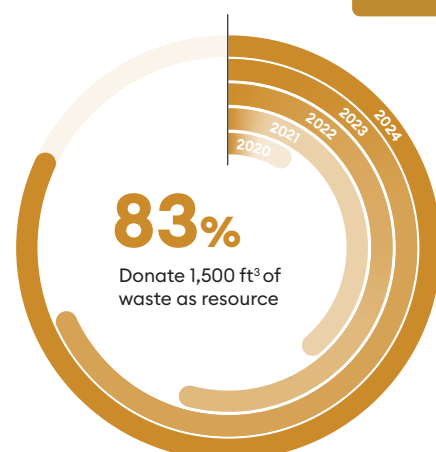
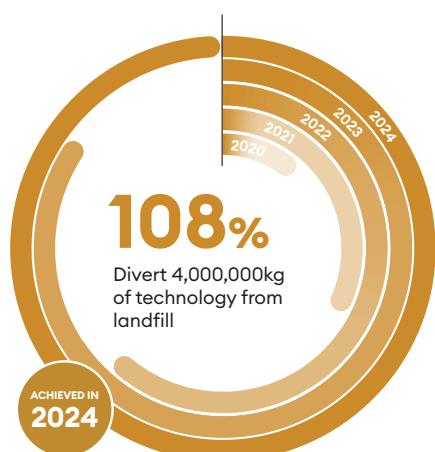
3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





In December, local MP Andrew Jones (left) was given a tour of our Harrogate facilities, prior to signing our Repairs and Reuse Declaration to show his support for a circular IT economy.



Members of our team visited a local college to demonstrate the importance of sustainable IT.

Creating a Culture We Can be Proud of



THE GLOBAL GOALS
For Sustainable Development

Labour

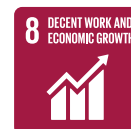
PAGES 14 – 15

This year a large part of our focus has been on celebrating the wins of our team and developing a close company culture, whilst remaining an ethical and fair employer. With organised HR days (including reminders to take care of mental health), employee led volunteer committees and company-wide friendly competitions, we've aimed to bring fun to the day-to-day life at Techbuyer and celebrate the hard work being done. We ensure that we offer fair pay to all employees, deliver the Living Wage, and practice a fair opportunities policy for all team members.

OUR FOCUS

- Celebrating Our Team
- HR Event Days
- Internal Training

UN SDGs IMPACTED



Environment

PAGES 16 – 19

As with previous years, we are dedicated to becoming a fully circular business with a strong focus on environmental best practice. This year, we worked to recalculate our baseline year for our Net Zero pledge, developed an in-house carbon reporting system and understanding for our planned reduction, and explored improving the efficiency of our paper usage.

OUR FOCUS

- Net Zero Pledge
- EcoVadis
- Circular Economy

UN SDGs IMPACTED



Supply Chain

PAGE 20

Following our previous EcoVadis rating, improving our supply chain has been a large focus for our company in 2024. By asking our suppliers to fill out questionnaires, adhering to the Prompt Payment Code (PPC) and Modern Slavery Assessment (MSAT), as well as vetting the partners we work with, we have been able to be more diligent within our supply chain to ensure that we only work with ethical companies.

OUR FOCUS

- Supplier Questionnaires
- Responsible Charitable Donations
- E-waste Partnerships

UN SDGs IMPACTED



Ethics

PAGE 21

In 2024, we have extended upon the work we have been doing for the past few years to become a truly ethical supplier and employer across the board. This work included advocating for charities and partners looking to do good, as well as increasing our security practices and improving downstream operations. These efforts, combined with our continued work in support of the UN Sustainable Development Goals, puts us in good stead for the year to come.

OUR FOCUS

- Support of UN SDGs
- Information security
- R2v3

UN SDGs IMPACTED



Community

PAGES 22 – 23

Developing a strong business community, as well as offering aid (locally and overseas), and taking part in activities and projects in our local area, has been a significant focus for the team this year. We have held Techbuyer events to celebrate the team, organised volunteering opportunities for our staff to get involved in and worked with local charities to offer support in the area around our UK headquarters in Harrogate.

OUR FOCUS

- Employee Appreciation
- Community Outreach
- Internal Competitions

UN SDGs IMPACTED



Labour

During 2023/24 we delivered IEMA accredited training to 43 members of our team

Training Highlights...

49

IEMA
courses
delivered

4

Courses
delivered
to partners

2

Courses
delivered
to non profits

43

Staff booked
on sustainability
training

HR Event Days

Our HR Team have delivered a number of engaging days designed to celebrate our team, the benefits we offer, and to provide support. Among these initiatives were the following:

- On Earth Day, we encouraged members of our team to bring in their unwanted goods, including books, clothes, materials and household objects. These items were donated to Yorkshire Cancer Research and the Cone Exchange.
- For Brew and Bagel Day, we supplied free bagels for our team to share over a conversation with others in the business.
- We handed out self-care packages to our UK team to mark National Self Care Day, to celebrate and acknowledge the importance of self-care.

Satisfaction Surveys

In order to make sure that our team feel heard, and to help us improve the quality of working life for our team, we run regular employee satisfaction surveys. This allows our team to offer their feedback anonymously and get their ideas and/or concerns heard.

Celebrating Our Wins

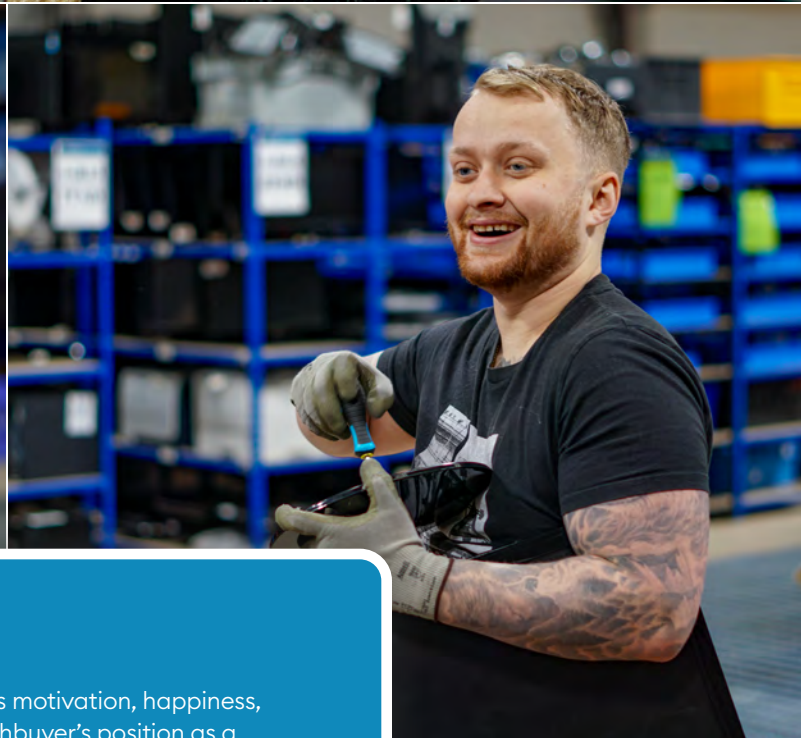
A big focus for our team this year has been celebrating our wins and showing gratitude for all of their hard work. We launched our Financial Year 2024 with an event that celebrated our entire team. We also launched a monthly internal newsletter in which our team can share their wins, shoutout team members and win prizes in monthly competitions.

Staff Benefits

As a company, we look to provide competitive benefits to help our team make the most of their position with us. These benefits include discounted gym memberships, a cycle to work scheme and private healthcare.

Accreditations and Standards

Looking after our team goes further than benefits and celebrations, it also comes down to upholding industry standards to protect the wellbeing of our staff. Techbuyer holds ISO 45001 which demonstrates our commitment to providing excellent occupational health and safety for every member of our team.



Our Future Ambitions

As a company, we aim to continuously increase our team's motivation, happiness, and skills. In the coming year we would like to build on Techbuyer's position as a great place to work and build careers through:

- Increasing employee satisfaction across the following markers:
- Happiness
- Personal Motivators
- Company Motivators
- Relationships
- Dedicated personal development plans for all employees, including relevant training.
- Maintaining and developing our position as a diverse employer in the tech sector.
- Improving our engagement with value chain on labour.

Pictured Above...

Members of our team clean and prepare refurbished computers prior to donating to our charity partners in Africa.

Environment

Circular Economy

To achieve an effective circular economy, it takes a full team effort. Everyone from purchasing to packaging plays a part and must buy in to make the process work efficiently. We have moved as many tariffs as possible to 100% renewable energy, ramped up our reuse and repair, which has helped us place more focus on refurbishment and the extended lifespan of technology. Our recycling partnerships also help make sure that any e-waste is handled correctly.

Net Zero Pledge

Techbuyer restructured in 2023 and recalculated our baseline year accordingly. In July we updated our Carbon Reduction Plan to reflect this.

The data from this baseline year and subsequent years will be divided into Scopes 1,2 and 3 with 5 different Scope 3 categories tracked, as per Government requirements. We have already observed a net reduction of over 17% versus our baseline year, with our biggest saving of almost 290t CO2e seen in our Transport emissions as a result of our efforts to consolidate shipments.

We have achieved this by using two major interventions:

- Switching as many tariffs as possible to 100% renewable energy.
- Running an internal campaign to raise awareness of energy consumption.

We continue to look for ways to improve, and in the future we hope to implement further measures such as:

- Employee awareness programme to encourage walking to work and car sharing.
- Company policy change to reduce number of overseas business flights and encourage train use wherever possible.
- Looking at ways of reusing incoming packaging to reduce waste generated in operations.

We Hit Our Fourth Global Goal

In 2019, we set ourselves 9 measurable targets in relation to the UN Global Goals. Since then, we have been working to achieve each target by our 2025 deadline. This year, we were able to tick goal number four off the list: to divert four million kilograms of technology from landfill.

We are proud of the effort our team has put in throughout the year and look forward to continuing our progress in hitting the goals we set five years ago.

Resource Recovery

This year we saw a lot of change across the business. One such was the introduction of our Resource Recovery Team. Led by Paul Thorogood (pictured right), the Resource Recovery team plays a vital role in our circular economy through parts harvesting and recovering components from failed units to directly feed into our repairs team. When presented with equipment, our team can either remove parts from redundant assets to help refurbish working units, or they can recover spare parts for customers.

The process encourages the team to maximise the value of every piece of equipment that arrives on their bench beyond recycling. Just because a piece of hardware has reached its end of life, parts within can help to extend the life cycle of many other assets whilst allowing for more efficient recycling.

The team also work closely with various charities, donating equipment that may not be suitable for remarketing but could prove invaluable to those in a less fortunate situation.



Our Resource Recovery team ensures that we can meet our zero-to-landfill demands for all technology we receive.



Members of our team who helped contribute towards our CRN award success

CRN Sustainability in Tech Award

This year, Techbuyer was named the Circular Economy Company of the Year at the CRN Sustainability in Tech Awards. This award recognises those within the IT sector that are actively working towards a more sustainable future. We are constantly looking for ways to improve our own practises by reducing waste and increasing technology lifespans, as can be seen from the introduction of our Resource Recovery team, so we were delighted to have received this award.

Sustainability Champions Nominated

To celebrate our CRN Tech Circular Economy Company of the Year award, we felt it was only right to recognise the sustainability champions who played such a major role in gaining this accolade. We asked members of the team to nominate their sustainability champion, and from here we selected the winner, Chris Sweetsir. Chris is a member of our German sales team, and he is someone who very much embodies sustainability throughout the business.

EcoVadis Feedback and Improvement

Over the past year we have been working hard to improve our initial EcoVadis score. In our first ever rating we were awarded a silver, but for this coming year we wanted to go one better.

In August we received a new rating; improving our standing to the top 12% of companies on the platform. After following the advice and recommendations from last year's assessment we were able to increase our scores across the majority of categories and focus on sustainable development for the entire business.

ITSA Donation

Techbuyer has held a longstanding relationship with not-for-profit charity, the ITSA Digital Trust, previously known as IT Schools Africa.

The ITSA Digital Trust has been in operation since 2005, collecting used or redundant computers, refurbishing them, and then sending them to schools in Africa across 4 countries – Kenya, Malawi, Zambia, and Zimbabwe. The organisation has been able to provide over 6 million students access to digital learning.

We have been able to make a number of donations to the ITSA over the years, but this was the largest donation yet, with 780kg of hardware making its way to Zambia. We can't wait to see the impact that our donation will have.

Additive Manufacturing

The Additive Manufacturing team have made significant strides in repairs, further extending the life of hardware that previously would have been deemed as redundant.

In 2024, our team repaired over 1,800 pieces of equipment with 3D printing, meaning that all of this hardware has stayed operational beyond what might have been perceived as its original lifecycle.

The team have created some fantastic designs this year, a firm favourite in for the warehouse team being the repurposed server fans (see opposite) with variable settings for power and a quirky design!





Our Ambitions

As a supplier of sustainable IT solutions and as a company focussed on circularity, we look to improve our environmental impact year on year. Looking to the year ahead, we aim to:

- Build on our ability to report on biodiversity and water risk for ourselves and our products through supply chain analysis.
- Continue to help our customers reduce and report on reductions in Scope 2 and 3 in greenhouse gas emissions.
- Improve our engagement with our value chain on environment.
- Maintain our record for tracking waste to end of life.
- Provide externally certified sustainability training to our employees, partners and customers.

Pictured Above...

Members of our team processed and prepared IT equipment to donate to our charity partner, the ITSA Digital Trust. This donation included a range of peripherals and devices.

Supply Chain

Supplier Questionnaires

This year, not only did we continue to improve our own practices, but we also began to look at the behaviours and efforts of our suppliers. The main way that we assess our suppliers is through questionnaires. This allows us to select suppliers that reflect our own goals and efforts.

Best Practice on Charitable Donations to Ghana in Collaboration with the University of Leeds

As a company, donating IT equipment to charities who can deliver it to those without is a core stream for equipment we receive. We currently work with the ITSA digital trust to ship equipment to schools in Africa, however, we often receive requests from other charities in other African countries. One of our ambitions is to eventually ship charitable donations directly to Ghana.

As part of this project, we worked with a student from the University of Leeds, Harriet Adjabeng, to explore the risks, opportunities and precautions we need to consider when shipping goods into Ghana. Ensuring those receiving the equipment are able to use it long term involves considerations around software, repairs and the age of equipment donated. This project and the whitepaper we designed afterwards (pictured opposite) helps us develop plans alongside charity partners to donate effectively without contributing to the e-waste problem.

E-waste Partnerships

To act as a circular economy company, every level of the business needs to do their part. With our e-waste partnerships we work with a number of different recyclers on a per-material basis. We are always looking to work with those that possess emerging technologies and new sustainable solutions within the UK and have begun new partnerships this year while maintaining existing ones.

Modern Slavery Assessment

To ensure that our business does not interact with companies that take part in slavery, we completed a Modern Slavery Assessment (MSAT) through the Home Office. We received a score of 70% through this assessment.

In future we aim to increase this score by closely vetting and assessing the partnerships we form with suppliers.



Our Ambitions

This year we started undertaking proper analysis of our supply chain, both up and down stream. This included handing out supplier questionnaires and ensuring that our partners track their e-waste to end of life.

However, we have greater ambitions in the year to come:

- We aim to further assess our supply chain to ensure that we work with companies that provide equal opportunities, both within leadership as well as the wider company, for under represented groups.
- We will continue to vet suppliers and partners to ensure that we avoid organisations associated with modern slavery.
- We will continue to send out supplier questionnaires to ensure that our partners are working to improve their environmental impact.

Ethics

Support of UN SDGs

In 2019, Techbuyer began supporting the UN Sustainable Development Goals. This involved assessing the SDGs and setting ourselves measurable targets against them. We consulted our teams and came back with nine goals.

This year, we managed to hit our fourth goal while making significant progress with the remaining five goals. Our focus will fall on 3 of the remaining goals: establishing relationships with 35 health and wellbeing charities, contribute 5,000 hours to the education of young people about sustainable digital practices, and donating 100,000 kilograms of technology to education bodies around the world, for the upcoming financial year.

Information Security

Our facilities boast a spotless record when it comes to data security. ISO 27001 provides us with a framework for information security management best practice that helps Techbuyer protect both client and employee information at all stages in the business life cycle. Our R2v3 certification ensures customers that equipment is recycled in safe conditions and to the highest security standards. Cyber Essentials is a government backed scheme that is in place to protect businesses against cyber-attacks of any shape and size.

Downstream Operations

We collaborate with sustainable packaging suppliers who use eco friendly and ethically sourced materials in all of their products. Our current packaging is made from recycled or compostable materials, and we always keep an eye out for new market alternatives. For example, we have recently implemented new consumable partnerships to help increase our sustainability solutions.

Advocacy

We support a number of charities, organisations, and campaigns that align with our ethics of reducing waste and increasing social benefit. This year, our team have continued to offer themselves to brilliant causes.

This year we have been invited to be members of the Government Digital Sustainability Alliance (GDSA).

We sent an open letter to the government requesting Right to Repair legislation in the UK and welcomed an MP visit in January to sign the code with us. We have since followed this up with another open letter to the new government.

We are part of a consortium organised by IEMA to put Green Skills on the agenda at the UN Climate Conference COP29 in Azerbaijan in November 2024. Our Group Purchasing Director, Dan Rice, featured in a video advocating for green jobs as a pathway to a more sustainable future.

We continue to support both Free ICT Europe and Free ICT USA in their work with legislators for a market that supports the circular economy and a free, open and fair Secondary ICT market.

Prompt Payment Code

This year, Techbuyer became a signatory of the Prompt Payment Code. Signatories agree to pay to send payments within 30 days of an invoice and provide clear payment guidance. It is run by an independent public body set up by the government to tackle late payment practices in the private sector.

Our Ambitions

This year has been a big focus on ensuring that we work with fair and ethical suppliers. We look to extend this work into 2025 and ensure that, as a business, we do what is right rather than simply profitable:

- Maintaining excellent payment records with our supply chain.
- Maintaining an unblemished record with respect to data security.
- Creating a culture of transparency where employees are encouraged to blow the whistle on poor behaviour.

Members of our team
sorting through the
donations for Earth Day

Community



Trek20 | Harrogate Ringway Fundraiser

Members of our team ran, walked and cycled the Harrogate Ringway 20 mile loop this summer, in support of the Harrogate Homeless Project.

This fundraiser was a great team building exercise and also raised money for an important cause in our local area.

Oatlands Community Centre Repair

Being an advocate and support within our local community is important to our entire team. Because of this, we aim to help out wherever we can with local organisations.

This year, our ITAD team headed round the corner to help with fundamental repairs and maintenance work at the Oatlands Community Centre. This included helping to make necessary repairs to the building, as well as giving areas of the site a fresh lick of paint.

Organised Football Team

To drum up some team spirit and get everybody a little bit competitive, members of our team set up a weekly 5-a-side football club that anybody in our company is welcome to join. This culminated in a full 11-a-side match, dubbed 'office vs warehouse'. After a cagey start, the office came away victorious with a final score of 8-2!

Employee Appreciation Day

On Employee Appreciation Day we asked members of our team to nominate their colleagues and share some kind words. Their shoutouts were displayed throughout the whole day in our offices to allow our team to celebrate one another, as well as those in our team who have gone the extra mile.

Earth Day Collection for YCR and Cone Exchange

As a team, we are passionate about extending the lifespan of all products and giving goods a second life. That is why, in celebration of Earth Day, we held a collection for our team to bring in their used clothes, books, materials and household items.

We have two local partners who received these goods, Yorkshire Cancer Research and the Cone Exchange, both of which who run a shop local to our Harrogate facilities. This allowed us to extend the lifespan of items on Earth Day, but also to support two local organisations doing good work in our area.

Pontefract College Lessons

As laid out in our targets in support of the UN Sustainable Development Goals, we have pledged to provide training on sustainable IT to schools and children in order to inform the next generation on environmental best practice when it comes to technology.

We recently delivered a lesson to a classroom at Pontefract College on sustainable best practice. This lesson included a technology tear down of hard disk drives to show the class what goes into the components they use every day.

Yorkshire Dales Pub Tour

This summer we invited our UK team to take part in a Tour of the most famous and popular pubs of the Yorkshire Dales. I think it's safe to say that the day was a success with everyone taking part having a fantastic day and coming together as a team outside of work.

These events help to build a sense of community within our team and develop relationships outside of their own departments. We find a stronger, happier team comes out of these opportunities.

Baby Picture Competition

In order to raise money for the Alzheimer's society, our charities committee organised a 'Baby Picture Competition' in which members of our team submitted photos of themselves as children and entrants had to guess who's who. With this fundraiser we raised over £200 for the Alzheimer's society.

University Projects

This year we welcomed three students from the University of York to help us develop three of our internal projects. The team worked on our carbon savings calculator, carried out international market research, and reviewed our Intranet to provide a recommendation pack for improvements. This work assisted the students in their degrees and allowed us to take the next steps in advancing this project within our own business.

Yorkshire Cancer Research Bake Sale

We worked with Yorkshire Cancer Research to host and judge a bake sale competition, with members of our team submitting entries to be tried and tested by a representative from the charity. The winner of this competition won an early finish to attend the Christmas event held at Yorkshire Cancer Research.

Repairs and Reuse Declaration

We invited our local MP, Andrew Jones, to our facilities in order to sign and show his support for the Repairs and Reuse Declaration. This declaration calls for the UK government to develop further legislation to help extend the lifespan of technology. We offered Mr Jones a tour of our facility and showed him the ways in which we divert e-waste. We are looking to invite our new MP to also show their support in the coming year.



Our Ambitions

Our sense of community extends from our internal business structure to our local area. We urge our employees to take part in local events and with local organisations and, as a business, we are working to form partnerships surrounding each of our facilities.

This year we aim to:

- Invite our employees to vote again on charities to support this year.
- Continue and grow our charities committee to administer charity budget.
- Run a time off for volunteering policy to continue and align with chosen charities.
- Continue advocacy on issues like local transport, green skills and repairs legislation.

Pictured Above...

We celebrated Self Care Day with Techbuyer branded self care packages to help the team put their mental wellbeing first.

Appendix 1

Sustainability Aspects and Impacts Assessment

This table contains a list of key sustainability concerns for Techbuyer, how we measure impact and actions to improve.

| Activity | Aspect | Impact | Indicator | Actions |
|------------------------------|--|---|---------------------|---|
| Electricity | Use of grid electricity | GHG emissions Energy Security | Kg CO2e KwH | <ul style="list-style-type: none"> - Net zero pathway - Best energy audit - Internal campaign to reduce energy use |
| Gas | Use of gas boilers | GHG emissions Energy Security | Kg CO2e KwH | <ul style="list-style-type: none"> - Internal campaign to reduce usage - Phasing out gas boilers |
| Transportation | Use of vehicle fleet Use of courier services (land and air) | Vehicle emissions Resource depletion | Kg CO2e | <ul style="list-style-type: none"> - Training given to drivers on fuel-efficiency - Use of electric vans in our fleet |
| Paper use | Paper used for printing and packaging | Carbon footprint Resource depletion | Kg of paper | <ul style="list-style-type: none"> - Use of recycled and FSC certified paper |
| Processing of e-waste | Pollution Risk Transportation of waste | Vehicle emissions | Number of incidents | <ul style="list-style-type: none"> - Adherence to R2v3 certification. - Training and safety measures |
| Water | Use of water in facilities | Water scarcity | M3 | <ul style="list-style-type: none"> - Aerators on taps - Dual flush toilets - Waterless Urinals - Flush sense detectors - Low water use Dishwashers |

Appendix 2

Carbon Footprint Breakdown

We have now aligned our Carbon Reporting with the CCS framework to adhere to Government regulations, please note the categories of Scope 3 emissions listed below.

| GHG Scope and Category | | FY 22-23 (tonnes CO ₂ e) | FY 23-24 (tonnes CO ₂ e) |
|-----------------------------------|---|--|--|
| Scope 1 | | 47.01 | 56.64 |
| Scope 2 (market) | | 96.01 | 5.03 |
| Scope 2 (location) | | 107.56 | 95.29 |
| Scope 3 | Category 4 (Upstream Transportation and Distribution) | — ¹ | — ¹ |
| | Category 5 (Waste Generated in Operations) | 11.35 | 7.54 |
| | Category 6 (Business Travel) | 44.26 ² | 56.96 ² |
| | Category 7 (Employee Commute) | 84.93 ² | 105.20 ² |
| | Category 9 (Downstream Transportation and Distribution) | 960.65 ³ | 670.43 ³ |
| | Total | 1101.19 | 843.14 |
| Total Carbon Footprint (market) | | 1197.20 | 904.80 |
| Total Carbon Footprint (location) | | 1208.75 | 995.06 |

¹ Our upstream transportation is either in our own vans (Scope 1) or the responsibility of our suppliers (their scope 3).

² We have improved the methodology used to work out our category 6 and 7 emissions (these were previously calculated by an external company using averages) by doing the following:

Business travel is calculated by first calculating the distance in kilometres - based on reported mileage, station or airport of arrival/departure and cost based estimate. This is then multiplied by the number of people travelling and the relevant emissions factors supplied by DEFRA. This allows us to work out the relative emissions by everything from individual journey to travel method.

Employee commute was calculated by estimating the commute distance of staff based on their postcode, the number of FTE staff working from home (with WFH calculations worked out separately using DEFRA emissions factors) as well as 2022-23 Census data on the average commute method for the region.

³ In order to calculate the emissions for our smaller courier service suppliers we used GHG protocol spend based methodology – dividing the actual emissions reported by DHL and DPD by the total spend to provide a kg CO₂e per £. This factor was then multiplied by the total spend on other courier services to estimate their emissions (in lieu of them being able to report actual emissions).

Appendix 3

Sample Data Capability Statement

These tables contain information on our data sanitisation capability in our main refurbishment facility, a key ethical concern for Techbuyer. It records plans in place to provide for the safety and sanitisation of all data storage devices as appropriate to the type of device and level of sensitivity of the data. We have additional capabilities at our ITAD facility, which are available on request.

| Media Type | Data types present | Method of Sanitisation for Reuse | Method of Destruction for Recycling |
|---------------------------------------|--|--|--|
| Hard Disk Drives (HDD) | HDDs have the potential to contain every type of Personal & Company Data | NIST 800-88 Purge/Clear CEDAR ERASE IT, Blancco Drive Eraser 7.5.0. (where a drive is older and not compatible with the latest version, supported older versions may be used). This will irreversibly erase all Data from the HDD. | 20mm shred size using an UNTHA RS30 industrial shredder with a 20mm screen. Shred is immediately mixed for aggregation. |
| Solid State Drives (SSD) | SSD have the potential to contain every type of Personal & Company Data | NIST 800-88 Purge/Clear CEDAR ERASE IT, Blancco Drive Eraser 7.5.0. (where a drive is older and not compatible with the latest version, supported older versions may be used). This will irreversibly erase all Data from the SSD. | SSD PCBs are removed from their housing and each NAND cell is manually impaired using a Punch. Shred is immediately mixed for aggregation. |
| Hybrid Disk Drives (SSHD) | SSHDs have the potential to contain every type of Personal & Company Data | Data Sanitisation Not Available | Due to SSHDs being hybrid drives they follow the SSD methodology for the NAND flash and the HDD methodology for the HDD platters. |
| Smart Phones & Arm Devices | Smart Phone have the potential to contain every type of Personal & Company Data | Piceasoft, BEAD & Phonecheck NIST Baseline, Cryptographic Overwrite or iOS Erasure. Using the most up to date version available. This will irreversibly erase all Data from the Phone. | Phone PCBs are removed from their housing and each NAND cell is manually impaired using a Punch. Shred is immediately mixed for aggregation. |
| Chrome Based Devices | Chrome based operating system have the potential to contain every type of Personal & Company Data. | NIST 800-88 Purge/Clear CEDAR ERASE IT, Blancco Drive Eraser 7.5.0. (where a drive is older and not compatible with the latest version, supported older versions may be used) or using the Devices in built Power Washing Erasure Process. | Asset is dismantled to component level, with data-bearing motherboard rendered inoperable, any flash media crushed and recycled via approved DSV |

| Media Type | Data types present | Method of Sanitisation for Reuse | Method of Destruction for Recycling |
|--|--|--|--|
| Networking Equipment | Some Networking equipment can store IPs, Company Names and Technician Contact Info | CLI/Hybrid Terminal Factory reset, flash wipe, or reimage dependent on the device. This will irreversibly erase all user editable data from the Device. | Asset is dismantled to component level, with data-bearing motherboard rendered inoperable, any flash media crushed and recycled via a R2 DSV |
| Office IP Phones | IP Phones can store IPs and Contact Info | Factory reset or reimage dependent on the device. This will irreversibly erase all user editable data from the Device. | Asset rendered inoperable and sent to recycler for component breakdown. |
| PCs, Laptops & Server BIOS/UEFI | Some Devices can store IPs, Company Names and Technician Contact Info. | Factory reset of BIOS/UEFI & remote management consoles. This will irreversibly erase all user editable data from the Device. | Asset rendered inoperable and sent to recycler for component breakdown. |
| Printers & other Office Equipment | Some Devices can store IPs, Company Names and Technician Contact Info. | Factory reset of the printer, where the device has an HDD or SSD this will be removed and processed separately. This will irreversibly erase all user editable data from the Device. | Asset rendered inoperable and sent to recycler for component breakdown. |
| Magnetic Tapes & LTO Tapes | Tapes have the potential to contain every type of Personal & Company Data. | Data Sanitisation Not Available | Degaussed using VS91M 7,000 Gauss Degausser |
| Optical Disks | Optical Disks have the potential to contain every type of Personal & Company Data. | Data Sanitisation Not Available | Crosscut Shredded 4 x 38mm using an approved DIN P4 shredder |
| USB Removable Media | USB Media has the potential to contain every type of Personal & Company Data. | Data Sanitisation Not Available | Physical disassembly & destruction ensuring data storage areas are destroyed. |
| Paper Media | The Data Processor Will Assume the worst-case scenario as it's unknown. | Data Sanitisation Not Available | Crosscut Shredded 4 x 38mm using an approved DIN P4 shredder |
| Other Devices Not Mention | The Data Processor Will Assume the worst-case scenario as it's unknown. | Data Sanitisation Not Available | Physical disassembly & destruction ensuring data storage areas are destroyed. |

Appendix 4

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 | | | FY22-23 | | FY23-24 | |
|-------------------|-----------------|---------------------------|-----------|------------|------------|------------|
| | | | Average % | Total KG | Average % | Total KG |
| E-waste | Total Amount | | - | 189,101.00 | - | 287,272.90 |
| | Total Recycled | | 100% | 189,101.00 | 100% | 287,272.90 |
| Operational Waste | Waste Streams | General Waste | 23% | 12,836.00 | 25% | 10,974.00 |
| | | Mixed Recycling | 18% | 10,098.00 | 22% | 9,721.00 |
| | | Cardboard | 53% | 29,500.00 | 46% | 20,060.00 |
| | | Confi-Shred | 1% | 690.00 | >0.01% | 36.00 |
| | | Glass Recycling | >1% | 297.00 | >0.01% | 103.00 |
| | | Bubble Wrap | 0% | 0 | 3% | 1,130.00 |
| | | Plastic Recycling | 3% | 1,700.00 | 3% | 1,200.00 |
| | | Total | 100% | 55,121.00 | 100% | 43,224.00 |
| | Disposal Method | Energy from Waste | 21% | 11,926.00 | 21% | 9,277.94 |
| | | Recycled at MRF | 77% | 42,208.00 | 77% | 33,173.38 |
| | | Site Segregated Recycling | 2% | 987.00 | 2% | 772.68 |
| TOTAL | | Waste | | 244,222.00 | 330,596.90 | |
| | | Recycled | | 95% | 232,296.00 | 321,318.96 |

Resource Use

| Measurement | Metric | | |
|-------------|----------------|----------|----------|
| | Unit | FY 22-23 | FY 23-24 |
| Water Usage | m ³ | 589.35 | 710.00 |
| Paper Usage | KG | 1512 | 1,497.50 |

Appendix 5

EcoVadis Scorecard

2024 marks our second year on the EcoVadis framework and we are proud to have received a Silver Scorecard, placing us in the 88th percentile. Our goal is to continue to improve according to the EcoVadis framework and to continue to grow our sustainability credentials.

Having greatly improved our score in Sustainable Procurement, the main focus area for our next assessment will be Labour and Human Rights - looking at ways we can improve our reporting and target setting.



TECHBUYER LTD (GROUP)

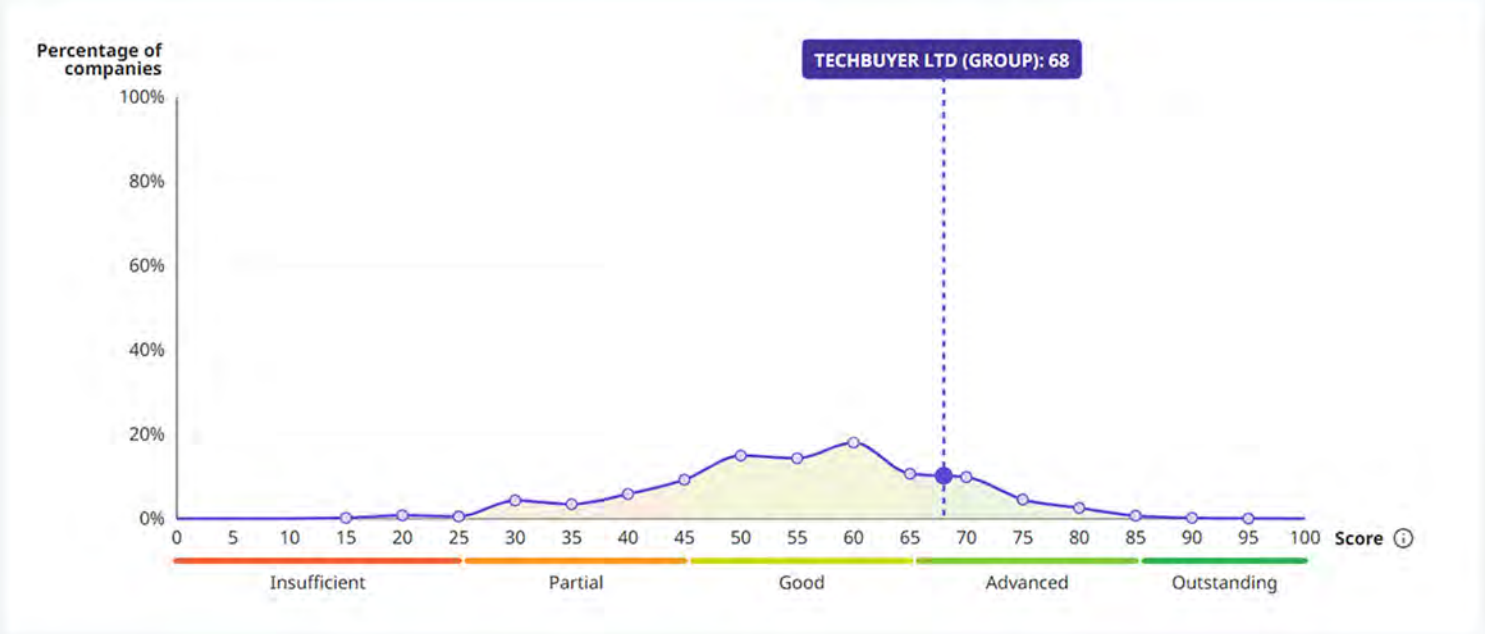
Harrogate - United Kingdom | Computer programming, consultancy and related activities
Company size: M | Assessment scope: Group

Overall score
➦ **68**/100
Percentile
88th



Scorecard

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