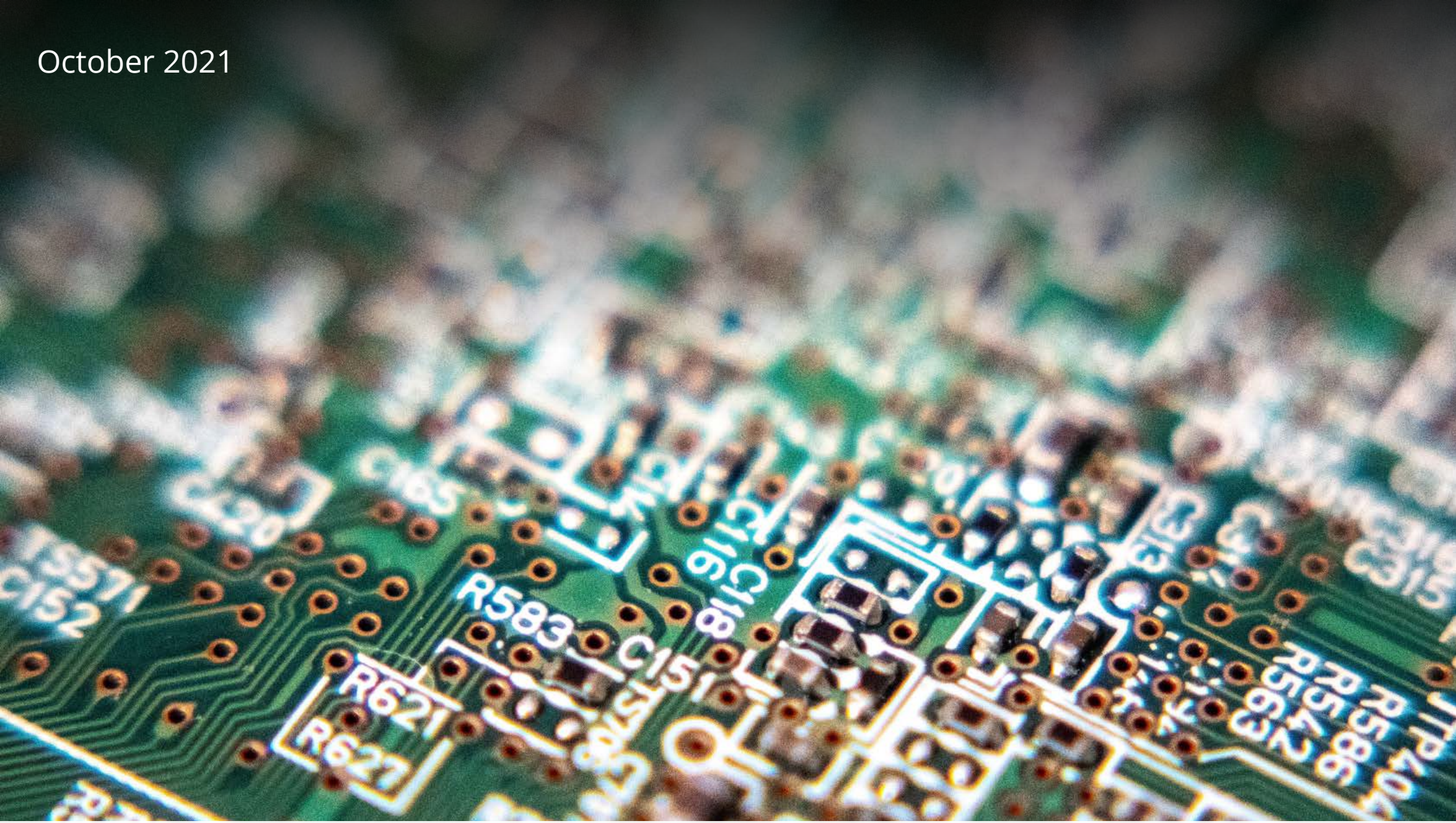
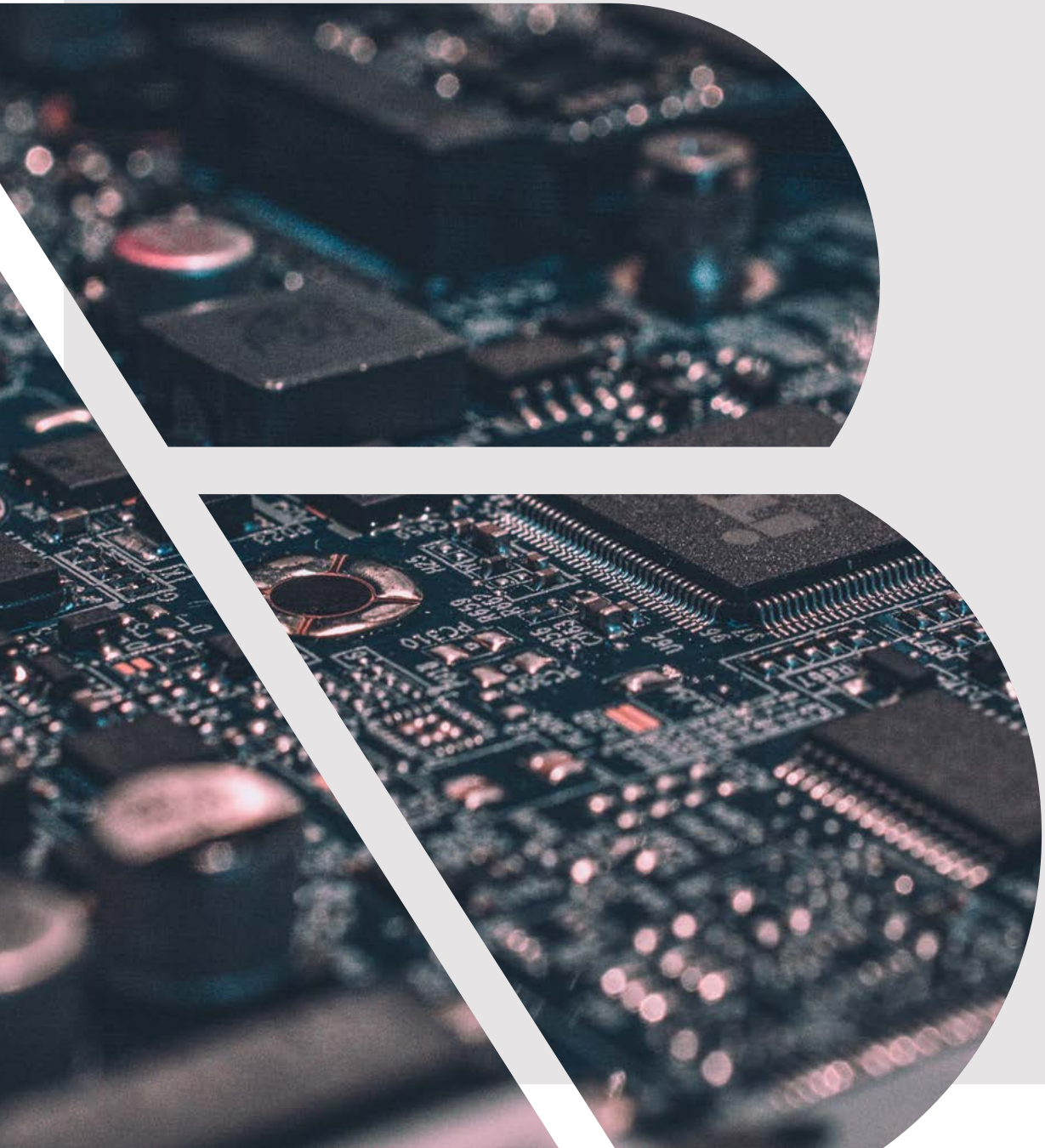
October 2021



Techbuyer Sustainability Report



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Who we are

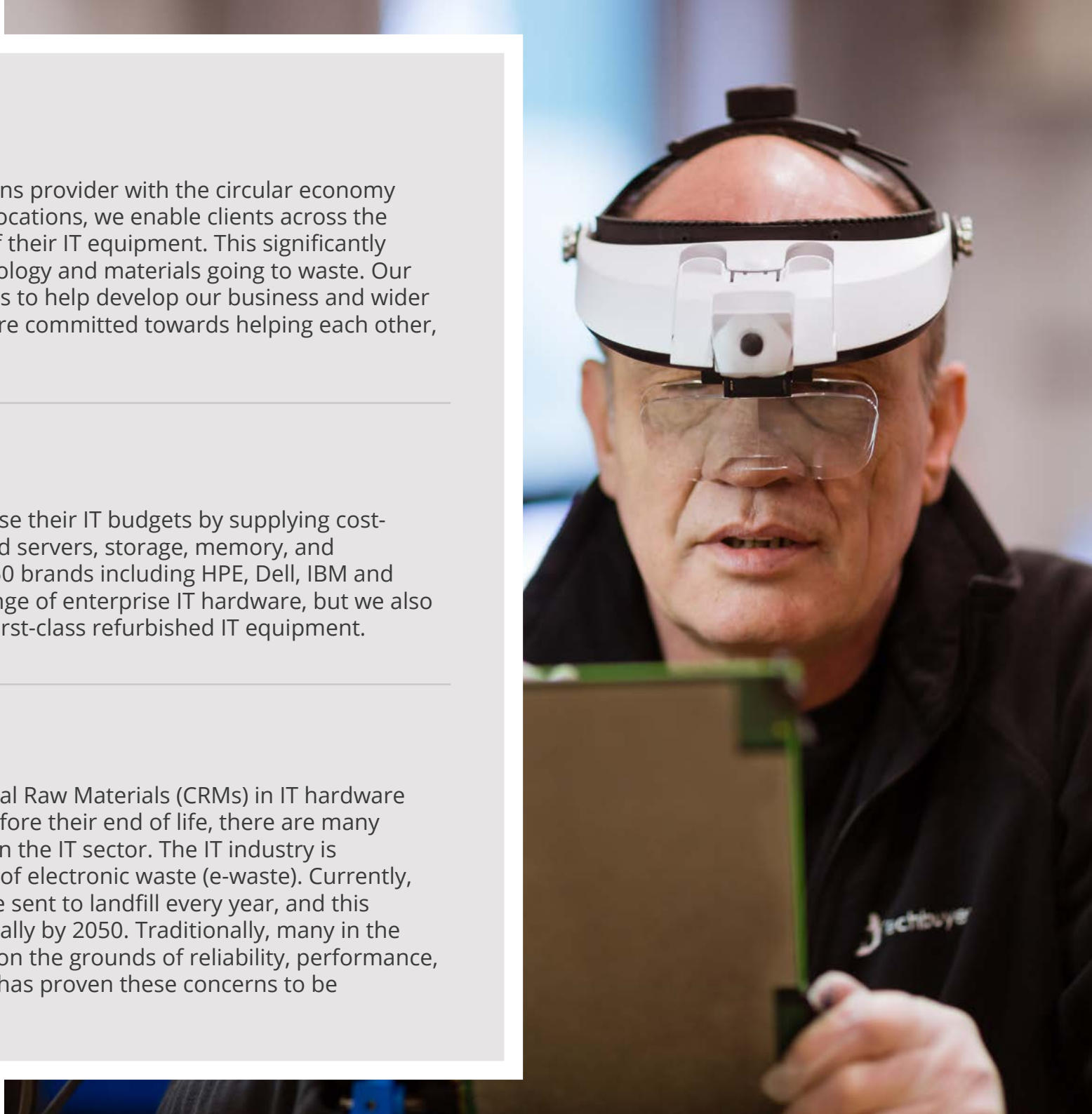
Techbuyer is a sustainable IT solutions provider with the circular economy at its core. With eight international locations, we enable clients across the world to extend product lifecycles of their IT equipment. This significantly reduces the amount of useful technology and materials going to waste. Our incredible team are full of good ideas to help develop our business and wider sustainability campaigns; our staff are committed towards helping each other, our communities, and our planet.

What we do

Techbuyer helps businesses maximise their IT budgets by supplying cost-effective new and quality refurbished servers, storage, memory, and networking equipment from over 150 brands including HPE, Dell, IBM and Cisco. Not only do we sell a large range of enterprise IT hardware, but we also buy used parts and turn them into first-class refurbished IT equipment.

Why we do it

From the use of unsustainable Critical Raw Materials (CRMs) in IT hardware to the regular disposal of devices before their end of life, there are many unsustainable practices happening in the IT sector. The IT industry is responsible for staggering amounts of electronic waste (e-waste). Currently, over 53 million tonnes of devices are sent to landfill every year, and this number is expected to rise dramatically by 2050. Traditionally, many in the industry have argued against reuse on the grounds of reliability, performance, and energy efficiency, but our work has proven these concerns to be unwarranted.



What Sustainability Means to Us

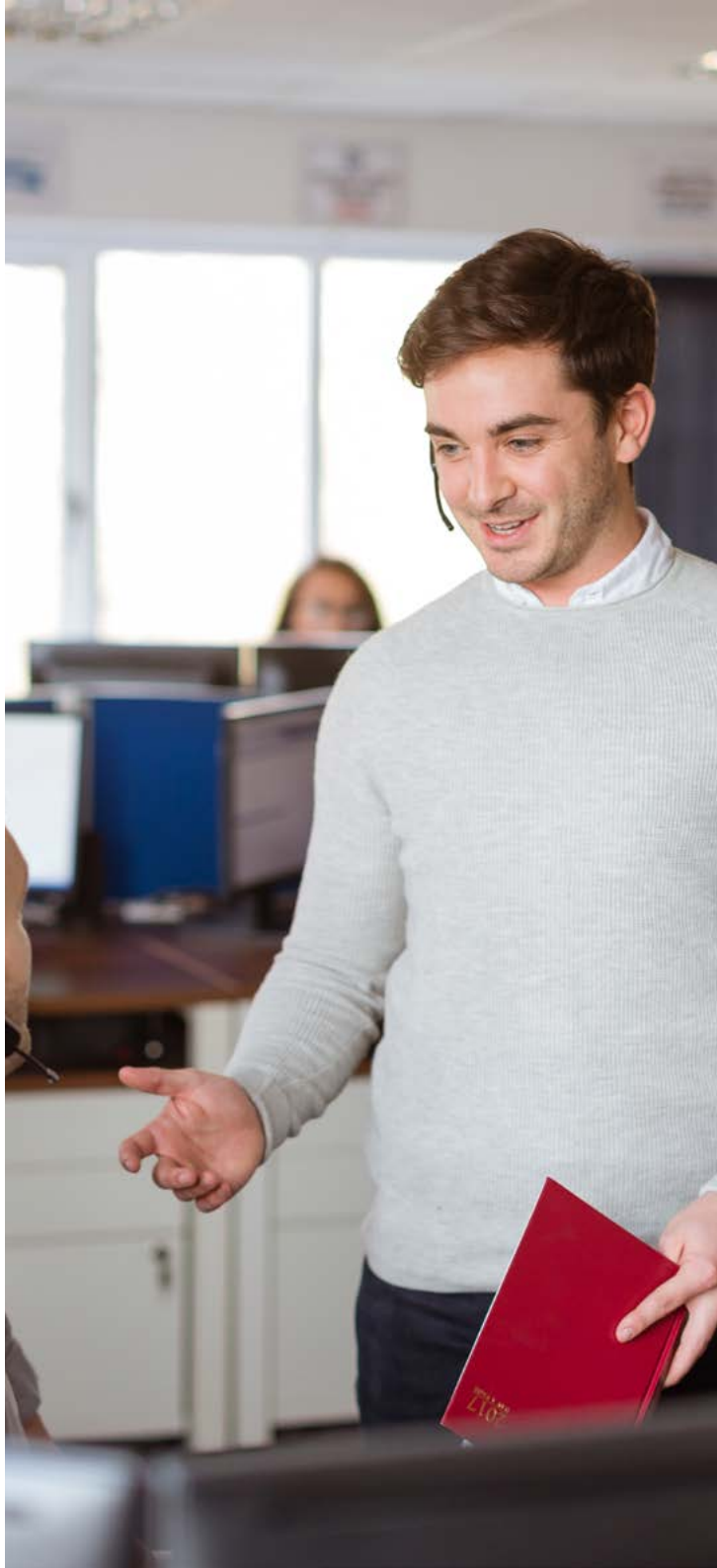
We believe a sustainable business is one that balances people, planet, and profit – the triple bottom line. We strive to deliver value across each of these key areas through our core business and additional activities.

People

As a growing business, our people are our priority. We operate a relatively flat management structure that promotes from within. Our in-house training academy, apprenticeship scheme, and support of the kickstart programme are all examples of how we generate opportunities and nurture careers. We also have an active employee-led Sustainability Committee, which helps us embed and promote a sustainability-focused culture across the business through initiatives and knowledge sharing.

	September 2021
Number of employees (UK)	181 (up 21% from September 2020)
Number of employees (Global)	247 (up 29% from September 2020)
Number of employees on kickstart scheme	5
Number of employees using Internal Training Academy	49
Number of external training courses paid for	69
Amount spent on training	£53,000

These efforts have been recognised internationally. Our company culture was a key strand of us winning the Queen's Award for Enterprise in International Trade in 2020. We also won a Gold Stevie® Award for Company of the Year in the 2021 International Business Awards thanks to the way our team delivers value to all our stakeholders, from customers and employees to the wider world.



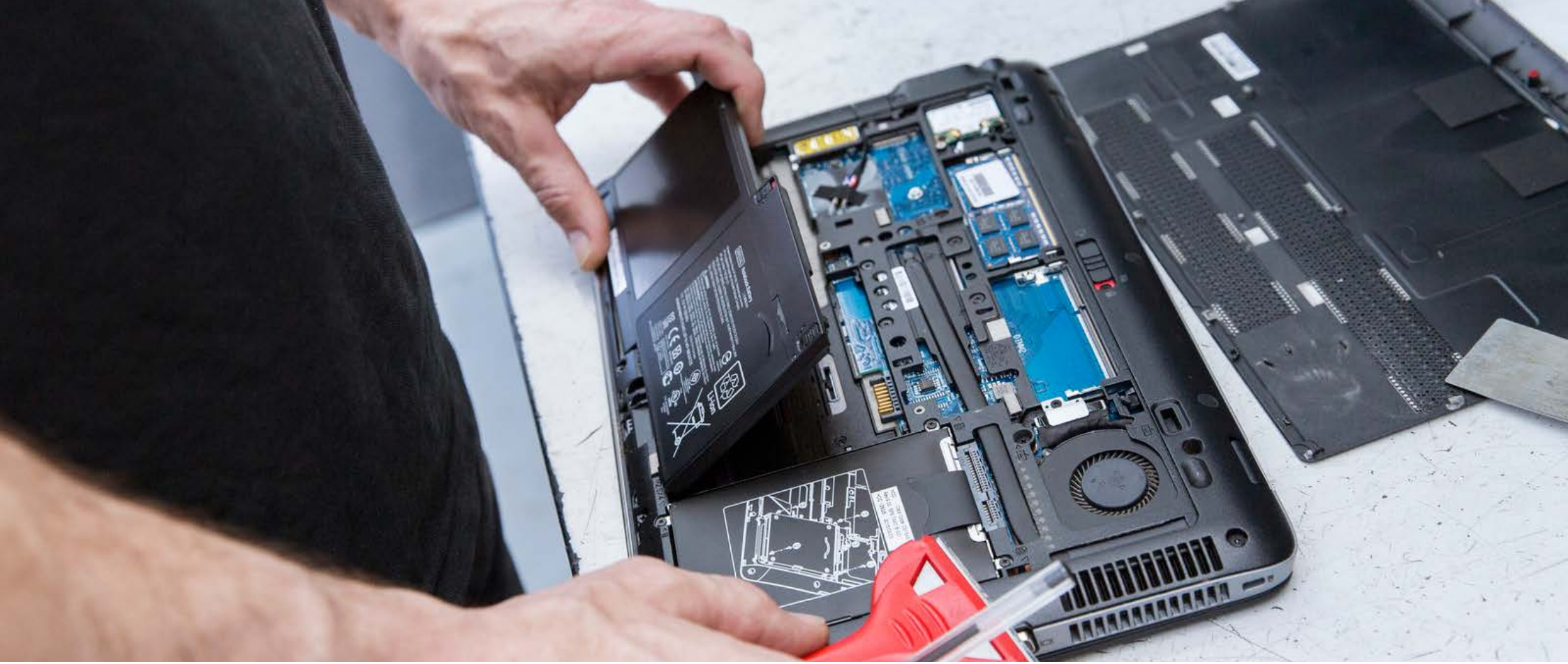
Planet

The circular economy is our primary business. Through our work, we keep tons of material from going to waste, including 10 of the extremely rare CRMs.

	Dysprosium	Neodymium	Praseodymium	Terbium	Antimony	Cobalt	Magnesium	Palladium	Beryllium	Tantalum
Risk rating 1 - Low, 10 - High	9.5	9.5	9.5	9.5	9	8.1	7.6	7.6	7.1	7.1

Our refurbishment of servers also creates significant carbon savings by avoiding the roughly 1,000kg of embodied carbon associated with the production of each new server. This is something we are striving to advance further by ensuring our clients' servers are as efficient as possible. This work is founded on our peer-reviewed research, which was published in the IEEE Transactions on Sustainable Computing.

We proved not only that refurbished machines and components perform almost identically to new, but also that an updated older machine could outperform latest versions if it has the right configuration of component parts. The approaches used in this research formed the basis of a machine-learning tool, Interact, which was launched in January 2021 to calculate optimum hardware solutions for energy usage over time.



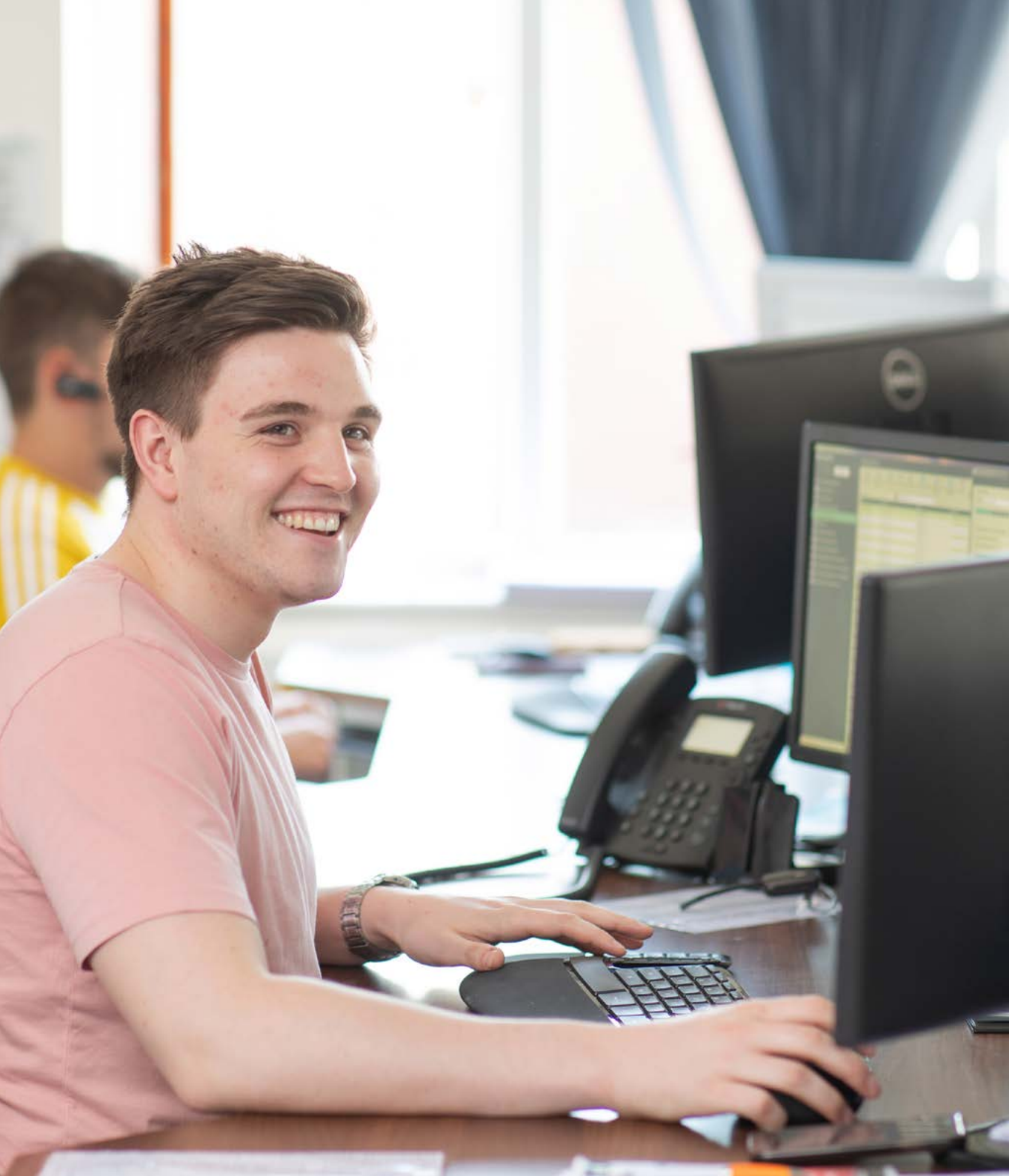
In addition, Techbuyer also operates an IT Asset Disposition (ITAD) service for secure, environmentally friendly disposal of equipment and has moved into the consumer market with a PC and laptop refresh and sale function. Based on manufacturer estimates, each sale of these devices results in average embodied carbon savings of 350 kg and 225 kg respectively

As a result of our planet-first work, we built on our ISO14001 accreditation by becoming one of the first UK companies to achieve R2 certification for responsible recycling at product end-of-life, and we were named ‘Circular Economy Business of the Year’ at the 2020 IEMA awards.

R2 2013 Responsible™ Recycling

ISO 14001

IEMA
IEMA Sustainability Impact Awards 2020
Inspiration | Innovation | Transformation
WINNER



Profit

Profit is important to any business, especially when it is growing. Revenue and new customers generate the income we need to employ more people, build new methodologies, and deliver more value for people and planet.

Techbuyer has recorded significant year-on-year growth. Our new accounts increased by 67%, which contributed to our £55 million turnover, a 40% rise from last year.

67%

Increase in new accounts


THE GLOBAL GOALS

The UN Global Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, is a shared vision of lasting peace and prosperity for people and the planet. The core of the agenda is a list of 17 Global Goals, which all countries around the world can contribute towards. Businesses are also invited to do their part by identifying the goals that best apply to their area of expertise and for which they can provide measurable targets to help achieve lasting change.

Since October 2019, we have publicly supported these goals by identifying the three where we can make the biggest difference. We set nine targets to do this, and we will report on our progress towards them until 2025. While this is unusual for a company of our size, we believe it is beneficial to our staff, customers, and value chain. We will also continue to advocate for more organisations to support the goals.

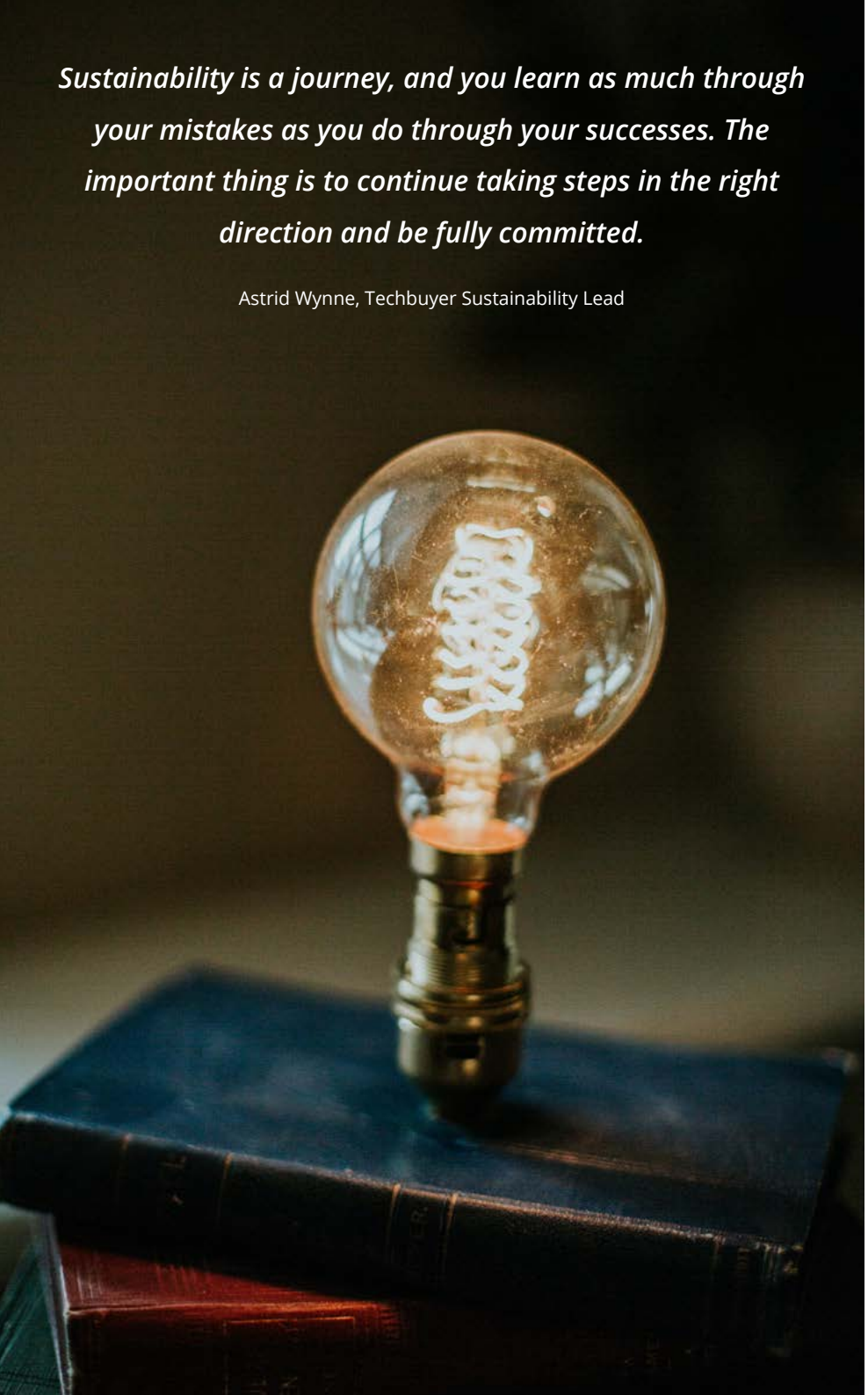
Our Global Goals targets

Techbuyer's core business has and always will be related to **responsible consumption and production**. As experts in product life extension, we created a model to make the best use of our available resources now and for future generations.

Health and Education are key markets for us, which influenced our choice to support both **good health and wellbeing** and **quality education**. However, our commitment extends beyond our commercial activities. For instance, our various outreach programmes promote health- and education-related causes in our local community through skills development, project hosting, and family fun days. Moreover, health and wellbeing are major focusses for many of our team members, which is something we actively facilitate and encourage wherever possible.

THE GLOBAL GOALS

	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Activating the circular economy	By 2025, achieve £2.5 million savings for healthcare organisations	By 2025, achieve £3 million savings for educational institutions	By 2025, divert 4,000,000 kg of technology from landfill
Advocating for a sustainable future	By 2025, achieve 15,000 active hours for our colleagues' and communities' health and wellbeing	By 2025, contribute 5,000 hours to the education of young people about sustainable digital practices	By 2025, promote sustainable technology to 5,000 organisations
Giving where we can make a difference	By 2025, establish long-term relationships with 35 health and well-being charities	By 2025, donate 100,000 kg of technology to education bodies around the world	By 2025, donate 1,500 ft^3 of waste as resource



Sustainability is a journey, and you learn as much through your mistakes as you do through your successes. The important thing is to continue taking steps in the right direction and be fully committed.

Astrid Wynne, Techbuyer Sustainability Lead

A learning process

Our initial trial targets last year helped us drive substantial change, but they also offered an opportunity to learn, reflect, and revise as we began our journey. In light of our progress, external factors like Brexit and the pandemic, and insights gleaned as we gathered more data, we have revised some targets to ensure they remain both achievable and challenging.

Good Health and Wellbeing

- We now aim to achieve £2.5 million savings for healthcare organisations by 2025, rather than £3.5 million.
- We now aim to establish long-term relationships with 35 health and well-being charities by 2025, rather donating to 25.

Quality education

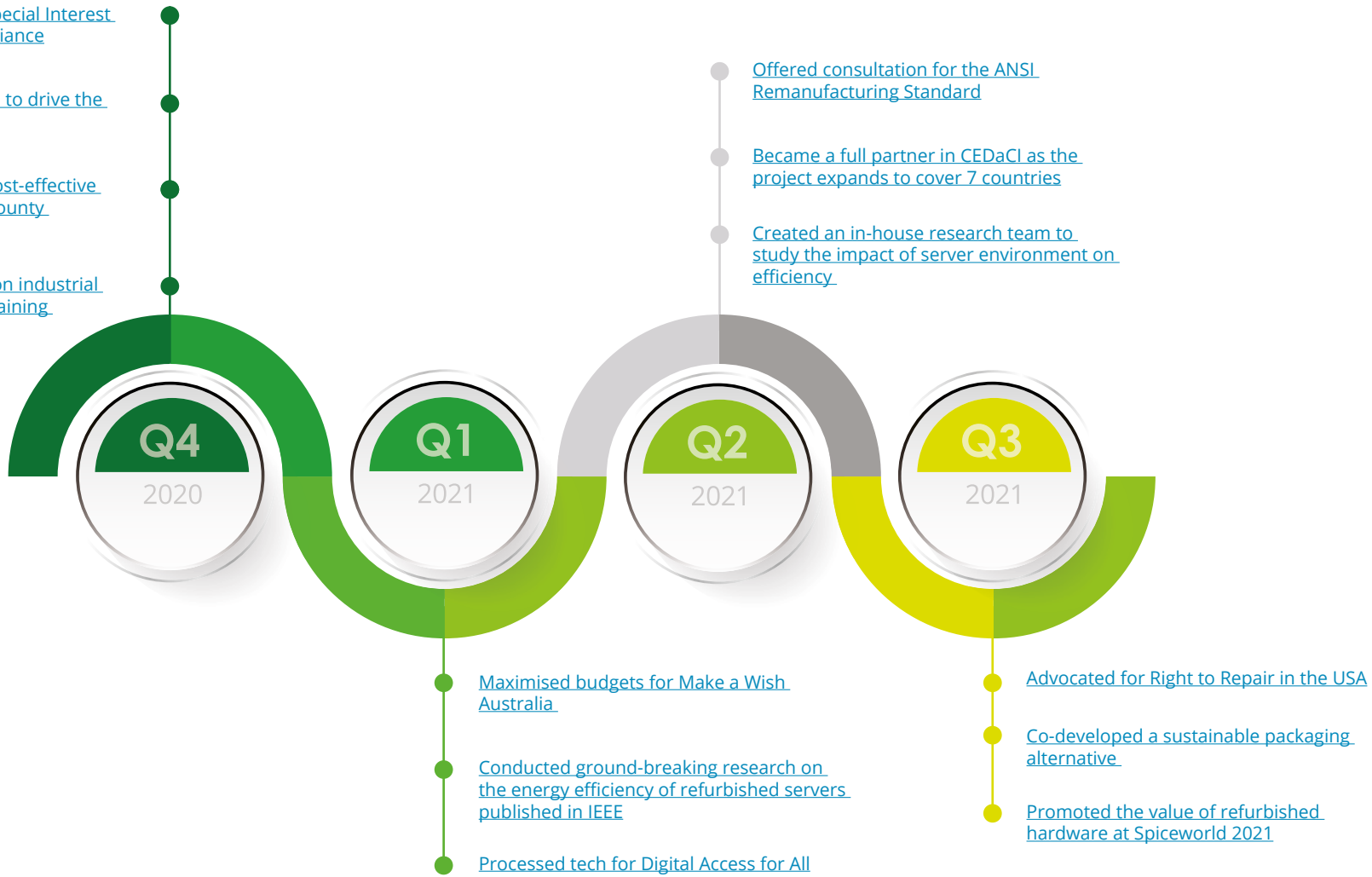
- We now aim to achieve £3 million savings for educational institutions by 2025, rather than £8 million.

Responsible Consumption and Production

- We now aim to donate 1,500 ft^3 of waste as a resource, rather than 150m^3.
- We now aim to promote sustainable technology to 5,000 organisations, rather than 2,000.
- We now aim to divert 4,000,000kg of technology from landfill, rather than 5,000,000kg.

Our Global Goals Activities

As the timeline below shows, we have been busy all year with activities, consultations, and advocacy to help contribute to each of our highlighted goals.



Responsible Consumption and Production

This is our primary area of business, so most of our activities have focused on this goal. However, we have not limited this to our direct customer sales; we have also made improvements in our internal operations.

Case Study: Creating More Sustainable Packaging

Problem

We require sturdy packaging to ensure our products arrive without damage in transit. Due to its rigidity, low-density polyethylene (LDPE) foam has been our standard server packaging, but it is difficult to recycle.

Solution

We worked with our supplier, Direct Foam and Packaging, to create Eco Strata™, a brand-new material with similar characteristics to traditional foams. Eco Strata is made from over 70% recycled plastic waste (compared to 7% in average foam). What's more, Direct Foam and Packaging further minimises waste across the packaging lifecycle by using 100% recyclable high-density foam, reusing offcuts throughout the production process, and wrapping the foam in FSC-certified carboard.

Impact

10-times less non-recycled plastic used

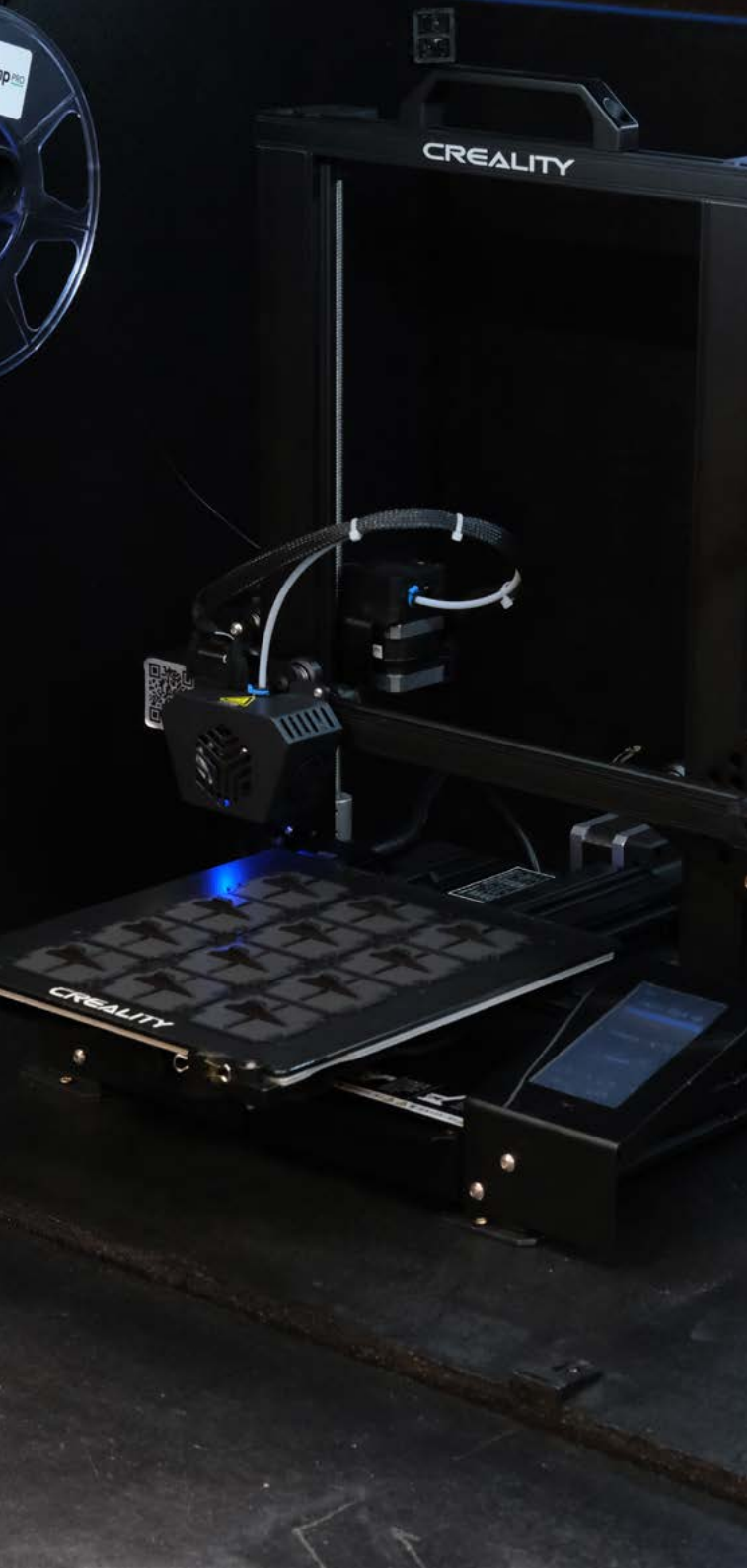
No reduction in packaging performance

No change in time taken to use it

No change in price

"We are very proud of the work we have managed to achieve with Techbuyer. Successfully trialling packaging in a live environment has been invaluable in getting our new environmentally friendly product to the wider market."

Stephen Leak, Director, Direct Foam and Packaging



Case Study: Improving In-House Repairs with 3D Printing

Problem

To recover maximum value from the hardware that comes through our warehouse, we created a specialist repairs team. While they made great progress, they were often limited by component parts, which are difficult or expensive to replace if broken.

Solution

The repairs team began experimenting with 3D printing to help improve our repair rates by bringing production in house and automating it.

Impact

We now have two 3D printers working for over 20 hours a day. They are not only used for components: they also enable the team to re-engineer parts that keep breaking by removing stress concentration points.

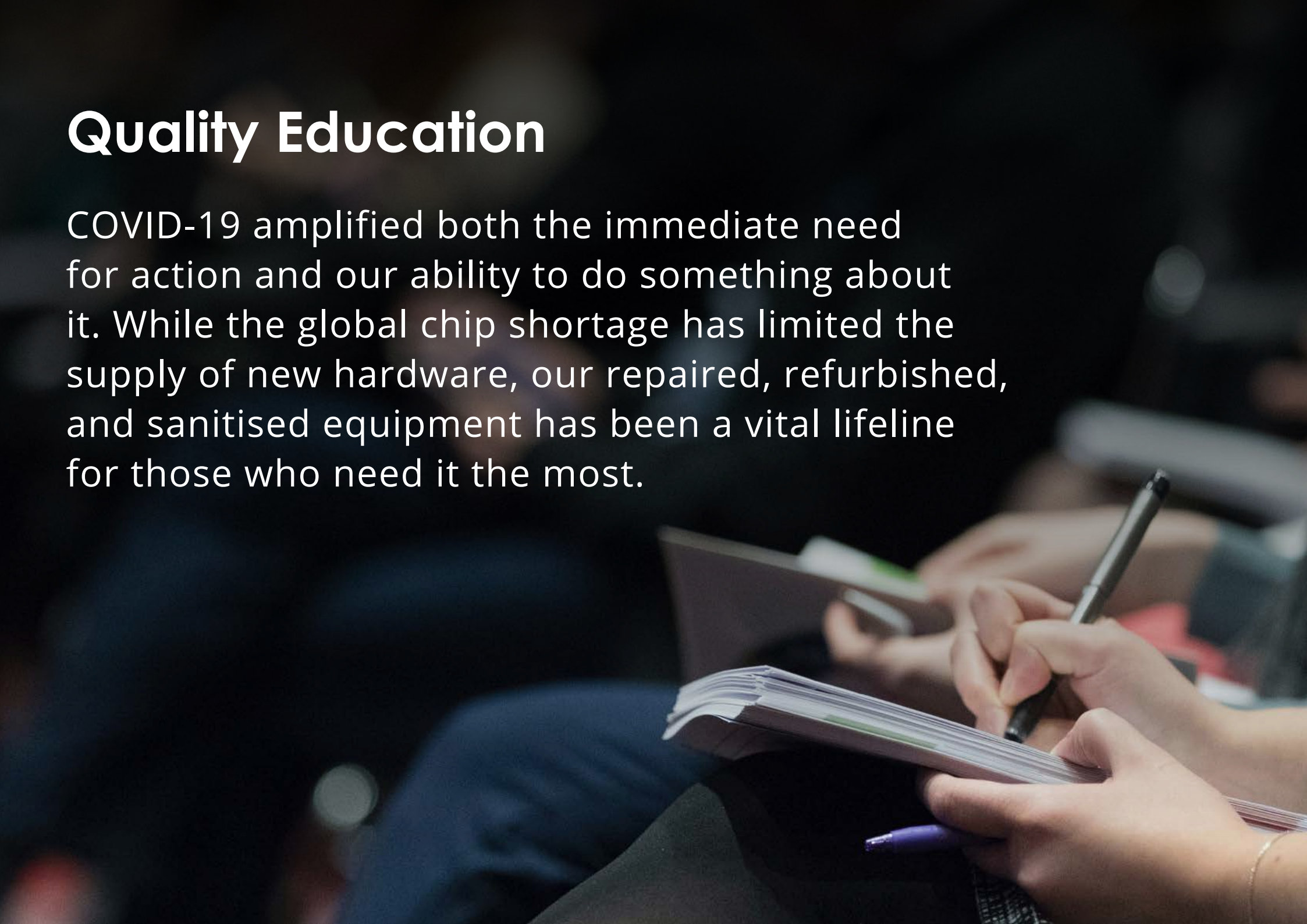
The printers have additionally been used to improve ergonomics by creating adaptors, tools, and accessories and producing devices to protect the most delicate components throughout handling, assembly, and shipping.

"Even when we don't make a successful repair, the information and knowledge gained by trying could help in future endeavours. I would say we are frequenting the recycling bin daily now in the hope that we can learn from the failures we are seeing. I love that feeling when a broken part comes alive due to a fix we have learned through just having a go!"

Nick Hayhurst, RMA Stock Controller and Sustainability Committee member

Quality Education

COVID-19 amplified both the immediate need for action and our ability to do something about it. While the global chip shortage has limited the supply of new hardware, our repaired, refurbished, and sanitised equipment has been a vital lifeline for those who need it the most.



Case Study: Processing Tech for Digital Access for All

Problem

The sudden switch to remote learning during lockdown significantly impacted 1.5 million UK school children's education because they had limited or no access to internet-enabled devices at home.

Solution

The Learning Foundation launched Digital Access for All to help address digital exclusion by redistributing excess industry IT hardware to families who needed it the most. We partnered with this new initiative and used our ITAD facilities to process and sanitise donated hardware quickly, cheaply, and securely in line with ADISA's market-leading standards.

Impact

This was a crucial intervention to stop some of the most disadvantaged and vulnerable children in the UK from losing their access to a quality education.

"ADISA is known throughout our industry as the gold standard for compliance and best practice so we knew that the project would be well run and deliver the most value for people who need it the most. We are very proud at Techbuyer to have been asked to be a part of this"

Mick Payne, Techbuyer Managing Director.

Good Health and Wellbeing

The pandemic has had a major impact on the third sector. Our highly secure and cost-effective hardware purchasing offer has helped charities to raise funds from excess hardware, rather than destroying it.

Make-A-Wish AUSTRALIA

Case Study: Maximising budgets for Make-A-Wish Australia

Problem

Make-A-Wish Australia identified several items of IT hardware that it no longer required. It intended to recoup as much value as possible from them, but given the sensitive nature of its operations, it was vital that this was done both ethically and securely.

Solution

We used our years of experience of securely handling and erasing data to maximise value for the charity by quickly collecting and sanitising the hardware to industry-leading standards.

Impact

The cost savings from this project were crucial to offset the impact of the COVID-19 pandemic. They enabled the foundation to ensure that more children received the support they need to make their wishes come true.

"As a community-based organisation, we couldn't bring hope to children with critical illnesses without the support of businesses and individuals across Australia. We're so happy to have Techbuyer as a member of the Make-A-Wish community, supporting wish kids and their families."

Travis Ryan, Group Head of Technology and Infrastructure

Our Global Goals progress report card

3 GOOD HEALTH AND WELL-BEING

By 2025, achieve £2.5 million savings for healthcare organisations

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

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

2020 2021 Total Progress

4 QUALITY EDUCATION

By 2025, achieve £3 million savings for educational institutions

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

By 2025, donate 100,000 kg of technology to education bodies around the world

2020 2021 Total Progress

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

By 2025, divert 4,000,000 kg of technology from landfill

By 2025, promote sustainable technology to 5,000 organisations

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

2020 2021 Total Progress

A-Grade

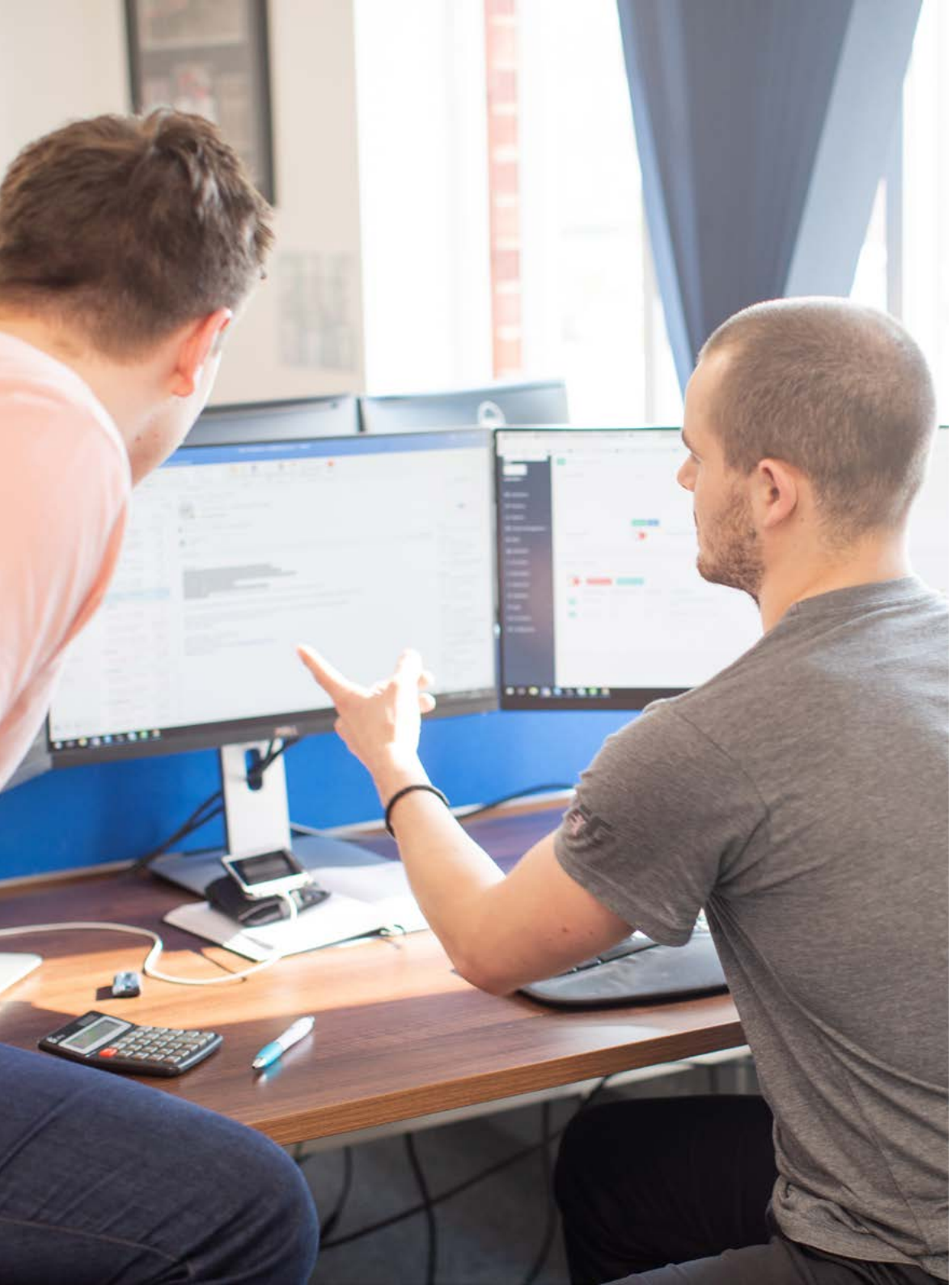
Even with the increased targets from last year, Techbuyer is over-delivering on donating to new health and wellbeing charities and promoting sustainable technology to organisations worldwide.

This being the case, we will be looking at stretching these targets further over the coming months.

Pleasing progress

Diverting technology from landfill is also going well, and we expect the figures on this to further improve as we expand our ITAD services. Offering the appropriate level of security to solve data managers' compliance issues, this can bring the circular economy into the mainstream. As a result, organisations will have increased confidence in maximising the lifespan of their hardware on the secondary market and achieving a better rate of return.

Our active hours target is also progressing well, despite the challenges of lockdown. Our Sustainability Committee has been overseeing a "Techbuyer World Tour" that encourages team members to log their hours of exercise on a shared portal. With over 23,000km already in the books, we are halfway around our global offices now by running, rowing, walking, swimming, and biking our way to fitness.



Areas to improve

Investing **time towards educating young people** about sustainable technology has been a challenge during successive lockdowns. However, we intend to improve this with the help of partners at local universities, schools, and museums by creating more videos tailored to young people.

Donating technology to education bodies around the world has hit a stumbling block this year as several of our charity partners shut down during the pandemic. Hopefully, the global situation will improve over the next year. We are also looking at bundling add-on solutions to donate to schools and universities in the local area, which has the added benefit of reducing travel miles.

Savings for educational institutions is improving as more outreach is done. **Savings for healthcare organisations** will be bolstered as we begin to track trade sales, which are a large part of our business but were previously not segmented in our figures. We also expect that our use of the Interact tool will deliver major energy and cost savings for both sectors. Since its launch in January 2021, it has had 40 proof of concepts with customers across the world, delivering average 5-year cost and energy savings of **£480,000** and **4.1 million kWh** per data centre as well as reducing **1,000 metric tonnes of carbon emissions** during use (excluding Scope 3).

Our road to Net Zero

We are taking proactive steps towards Net Zero.

What we're doing

We are making changes like switching our UK offices' energy suppliers to a zero-carbon option and using the Interact tool to review our own server efficiency.

The results of the Interact assessment were significant:

Total number of servers **halved**

17,429kWh reduction in energy draw over three years

4,460 kg less CO2e will be emitted during use over three years

2,735 kg less CO2e emitted in the supply chain

£9081 p.a. saved in cost

We also began the task of calculating our operational emissions following Streamlined Energy and Carbon Reporting guidelines. Our initial measurements from our UK offices (which represents 73% of our headcount) are below. Next year, we will finalise these measurements before expanding them across our global offices, turning our attention to Scope 3, and choosing an accreditation to work towards net zero.

We have already begun some of this work. For instance, through close collaboration with our main courier, DPD, we have learned that, on average, the delivery of one of our parcels has an average CO2e of 0.63kg.

Emitting activity	Annual usage	CO2e (kg)
Electricity	475,516 kWh	0
Gas	119,918 kWh	22,075
Transport (Flights)	81,283 km	12,820
Transport (Vans)	111,944 km	18,979
Total CO2e emissions		**53,873**
Carbon intensity (turnover)		**0.98**

Partnerships

We are actively involved in sustainability initiatives and bodies both locally and internationally. Our role varies from offering expert consultation and insights to knowledge sharing with other organisations. Through these bodies, we can function as a bridge between the different areas of research across sustainability to facilitate engagement and learning across sectors and countries.

Some of our partnerships include: