Techbuyer

Techbuyer Sustainability Report

2020

Framing the issue

The current practice of taking materials from the ground, manufacturing IT equipment and dumping it at end of life is unsustainable.

This is what it looks like over time:

2013 — Share of digital technologies in global greenhouse gas emissions has risen from 2.5% in 2013 to 3.7% today.

It is predicted to rise further at a rate of 4% a year.

2040 — Carbon emissions from the production and use of electronics will reach 14% of global emissions (one-half that of the total global transport sector today) by 2040 if left unchecked.

2050 — By 2050, the volume of e-waste could be 120 millon tonnes annually.

This contains precious metals and over a third of the 30 materials identified by the EU as in low or politically unstable supply.

With raw materials running out and e-waste on the rise, we need to find a way to close the circle, reuse equipment and materials, rebuild from component parts and recycle only when we have to. Techbuyer's focus is finding solutions for the sector with respect to materials and energy usage. Part of that is what we do every day, the rest is finding and maintaining partnerships that spread the word across the sector.

Techbuyer buys, refurbishes, remanufactures and sells IT hardware and has been doing so for 15 years. As a business which enables product life extension and directly contributes to the circular economy, our mission is to become as circular as possible with everything that we do.
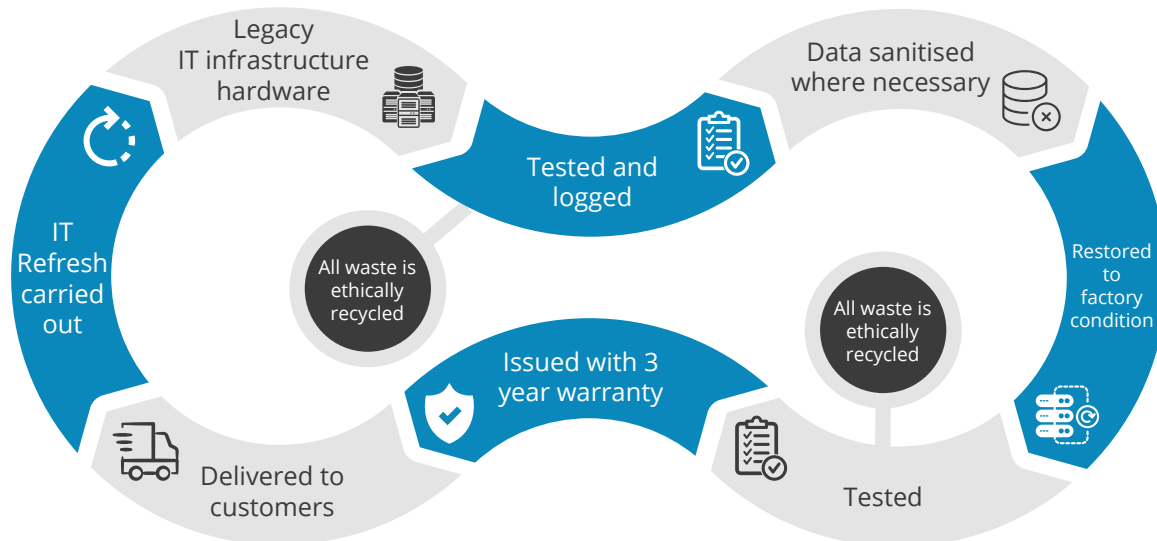
> ❝ **There are so many avenues for a business to be sustainable** ❞
>
> Charlie Collett, Marketing Coordinator
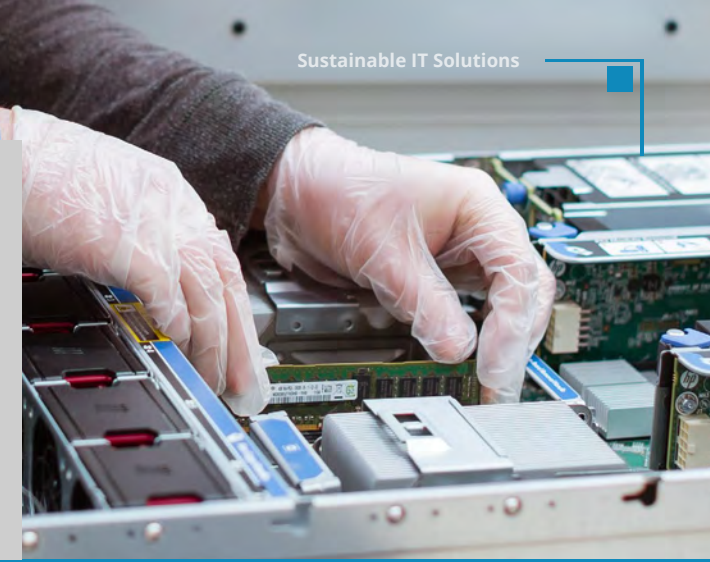
The Circular Economy

From buying used equipment, to data erasing, testing and refurbishing devices, to supplying upgrades, repairs and replacements and then buying back equipment, Techbuyer can manage the entire life cycle of our clients' IT equipment.

Legacy IT infrastructure hardware

Data sanitised where necessary

Tested and logged

IT Refresh carried out

All waste is ethically recycled

Restored to factory condition

Issued with 3 year warranty

All waste is ethically recycled

Delivered to customers

Tested

However, sustainability is not just about the environment. It's about social outcomes, health, well-being, education. That is why the company announced its support of the UN Sustainable Development Goals in 2019 with nine targets set against Good Health and Wellbeing, Quality Education and Responsible Consumption and Production.

Joining a worldwide movement to reduce inequality, end world poverty and reduce the effects of climate change inspires us to apply the principles of fairness, cooperation and compassion to everything we do, in every part of the business.

> ❝ **Sustainability is the core of everything we do; it is in every decision we make** ❞
>
> Rich Kenny, Group IT Director

" We must work towards a better world. A lot of people at Techbuyer want to take on that responsibility **"**

Emily Shorrock, Group HR Manager

In 2020, Techbuyer set up a sustainability committee. It brings together representatives from every department of the business who collect our ideas and drive change.

It's our way to make sure every one of our almost 200 employees worldwide gets a voice in delivering on the nine targets we have against the UN Sustainable Development Goals.

It has enabled us to help 18 new charities and generate over £230,000 cost savings for both the healthcare and education sectors this year.

" It's going to take everyone applying themselves and working together to undo the damage of previous generations. It's important that everyone supports each other and shares knowledge **"**

Rich Kenny, Group IT Director

Partnering reuse:
IT Schools Africa

IT Schools Africa is closing the loop on resource waste and slowing down global warming, whilst simultaneously giving students access to everyday technology, educating them on the importance of sustainability, and furthering education opportunities.

Techbuyer is now part of the partnership program, providing tech equipment brought in through our IT Asset Disposition service that is not part of our core inventory.

IT Schools Africa also helps in the UK by helping people with limited technology skills to become more confident with IT.

Creative uses for packaging:
The Cone Exchange

Working with the Cone Exchange is a great opportunity to prevent non-recyclable materials from going to landfill.

The community project takes non-recyclable materials which would otherwise go to waste and turns them into quality materials and decorations. They partner with a range of local charities and crafting groups.

Community involvement is what makes the project so successful and Techbuyer is honoured to be a part of this.

Skills sharing:
Killinghall Nomads Football Club

Killinghall Nomads, formed in 1987, offers football coaching and competition for children under the age of 16, and runs a pan-disability team for children and young-adults.

At first we funded replacement kit, however after meeting the Sportability team founder, Chris Dixon, we found out that there were more ways to help.

Our marketing department worked with the club to produce a professional fundraising video for longer term support.

> " Sometimes if you just give money to charity you don't see where it goes or how it's spent. It was nice to see the impact my video project had on the Nomads team. "

Will Clough, Techbuyer Creative Lead

Optimising energy efficiency and costs

Interact is a tool under development with Techbuyer and the University of East London. The tool will optimise energy usage and performance whilst minimising waste in data centres.

Businesses often refresh servers well before they need to, contributing to the world's e-waste which has an estimated value of $62.5 billion.

Interact will prolong the life cycle of servers and reduce the use of critical raw materials in the industry.

Creating new sustainable services

Learning from the Interact related research on component level upgrades, Techbuyer is now applying similar concepts to laptops.

The average life cycle is around three years, by which time the hardware is often outpaced by software.

Upgrading at a component level rather than buying complete new could push a laptop's life cycle to up to six years, benefitting the bottom line as well as the environment.

Circular Economy in the Data Centre Industry (CEDaCI)

Techbuyer became an Associate Partner in the 3-year CEDaCI project in 2019. Led by London South Bank University, this multi-disciplinary network brings together expertise from all stages of the server lifecycle.

The goal: to chart a pathway from the Take, Make, Waste approach to IT provision into a world where Critical Raw Materials and precious metals are reused, manufacturing energy is reduced, and we reap more positives from the digital revolution. We donate IT equipment for materials analysis to the project, contribute market expertise and promote involvement from the sector at industry events.

> " Collaboration and partnerships between academia and business can lead to innovative new solutions they couldn't come up with alone. "
>
> Nour Rteil, KTP Associate Developer

Techbuyer is a little circular economy obsessive, and we are constantly looking at ways to improve. We are committed to circular packaging throughout the supply chain with a goal of 100% recyclable and recycled content in our outbound packaging, and reuse solutions for inbound materials that cannot be recycled.

In 2020, Techbuyer successfully trialled materials that are now under patent application by our packaging supplier Direct Foam and Packaging. These significantly increase the content of recycled PET and create a recyclable alternative to high density foam. Our next challenge will be alternatives for bubble wrap and a packaging returns system.

> **The team is working hard at finding solutions that work for the environment and our core business.**
>
> Lee Moss, Goods Out Team Leader

> **" It takes companies like Techbuyer to take the leap and make the industry change which needs to take place. If people can see that Techbuyer can do it, why can't other businesses "**

Colin Curtis, Managing Director of TBL Services

Techbuyer announced its support of the UN Global Goals in October 2019 with nine targets set against Good Health and Wellbeing, Quality Education and Responsible Consumption and Production. It was a bold move for a company of our size, but the team was inspired by the opportunity it represented to be part of a worldwide movement for positive change.

After an initial pilot year, each of the global offices are now coming on board to help achieve these ambitious changes. After measuring performance, we had to revise some targets up and some targets down until we got to the final figures.

> **" We have never needed to convince people to be sustainable and give back to society at Techbuyer. It's more that people aren't aware that their contributions count towards the goals. "**

Charlie Collett, Marketing Coordinator

THE GLOBAL GOALS

	3 GOOD HEALTH AND WELL-BEING	**4 QUALITY EDUCATION**	**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
Activating the circular economy	By 2025, achieve £3.5 million* savings for healthcare organisations	By 2025, achieve £8 million* savings for educational institutions	By 2025, divert 5,000,000 kilos 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 2,000 organisations
Giving where we can make a difference	By 2025, donate to 25 new health and well-being charities	By 2025, donate 100,000 kilos of technology to education bodies around the world	By 2025, donate 150 cubic meters of waste as resource

"

When it's something as emotive as sustainability, you had better try your hardest.

"

Astrid Wynne, Techbuyer Sustainabilty Lead

Here are the details of our pilot year progress towards the goals, from October 2019 to October 2020.

Despite lockdown and the challenges it represents, we are proud of the initial steps we have been able to make.
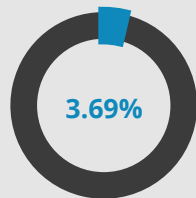
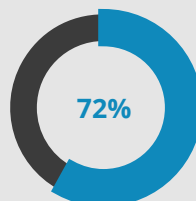We'll be amending our targets in light of progress made.

3 GOOD HEALTH AND WELL-BEING
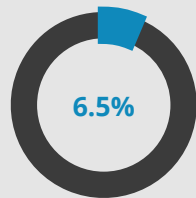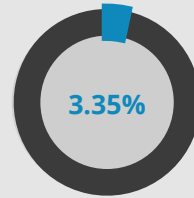
6.5% — Enabled £238,030.19 savings for healthcare organisations

3.69% — Ran, cycled and walked 553 active hours in the name of our health and well-being

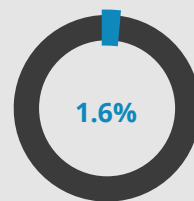**72%** — Donated to 18 new health and well-being charities

4 QUALITY EDUCATION

3.35% — Achieved £267,835.53 savings for educational institutions
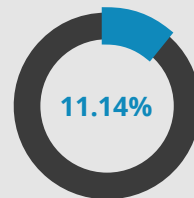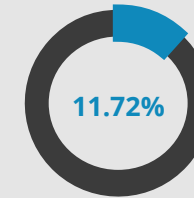
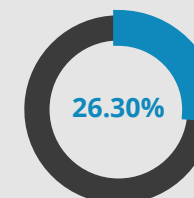**11.14%** — Contributed 557 hours to the education of young people about sustainable digital practices

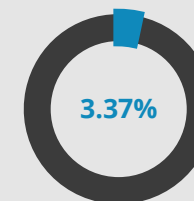**1.6%** — Donated 1,600 kilos of technology to educational bodies around the world

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

11.72% — Diverted 585,888.15 kilos of technology from landfill

26.30% — Promoted sustainable technology to 526 organisations

3.37% — Donated 5.061 cubic feet of waste as resource