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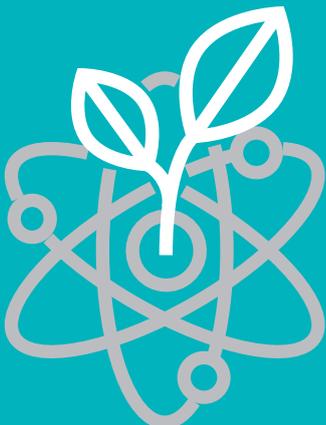
# SUSTAINABILITY REPORT

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**BOARD STATEMENT**



**ENVIRONMENTAL**



**SOCIAL**



**GOVERNANCE**

The global Covid-19 pandemic has defined much of FY2020. Much time has been spent focusing on the business and staff during 2020, ensuring that we balance the business needs against the welfare of our staff. The businesses' BCMS (Business Continuity management systems) have performed well with all sites across the world remaining operational, albeit with reduced staff and split shift models, coupled with those able to work from home successfully achieving this. In light of the challenges, the board is satisfied with how the business has performed throughout 2020. We are determined to remain resilient and resourceful to continue generating values to all our stakeholders. We will also continue contributing to the fight against the pandemic and attending to social and economic upheavals to the best of our abilities.

As a leading global player in the enterprise IT services and hardware industry, Procurri is aware of the importance of good corporate citizenship. Procurri also recognises its leadership responsibilities to bring more focus and cultivate cultures of sustainability practices in the industry.

The ethos of our business is defined by John Elkington's – a world authority on corporate responsibility and sustainable development, three Ps of the Triple Bottom Line – People, Planet and Profit. We are driven by our commitment to addressing pressing sustainability issues, most notably global waste, electronic waste challenges, and carbon emissions. Thus, our business strategy is closely aligned with environmental, social and governance ("ESG") principles that aim to create a sustainable world for all. In fact, sustainability is already at the core of our business and operations. Our Hardware Resale encourages the use of pre-owned or refurbished equipment and our Third-Party Maintenance Services ("TPM") enable companies to prolong the lifespan of their enterprise hardware, potentially reducing large amount of electronic waste; Our IT Asset Disposition ("ITAD") empowers companies to dispose of e-waste responsibly and sustainably, reducing risks of social and environmental impacts such

as hazardous materials contamination. Furthermore, our UK and Singapore sites are certified and operate according to the environmental management system standard ISO 14001 and quality management standard ISO 9001. Procurri has set a target to achieve these standards across the Group's US operations, driven by our increasing focus on sustainability in our operation, value chain and business.

We are proud to be publishing our fourth Sustainability Report 2020. This complements our ongoing environmental initiatives with the electronic dissemination of our Annual Report 2020 to shareholders via our corporate website. This report evidences the ESG key performance indicators ("KPIs") that are material to the practices of Procurri, identified using established materiality assessment of the Sustainability Accounting Standards Board ("SASB") reporting framework. In recognition of constantly evolving business priorities, risks and opportunities, we are planning to conduct a material review in FY2021. We aim to also integrate the Global Reporting Initiatives ("GRI") reporting framework into the report for future years.

Procurri recognises good governance is essential for continued growth and investors' confidence. Furthermore, we have set targets for the short, medium and long term to strive to improve our performance. Analysis has identified the most significant cause of GHG emissions in Procurri's operations is associated with electricity consumption. In contrast to many companies in the IT sector, embedded energy of equipment is not the most significant impact, as Procurri sources the majority of equipment from pre-used sources, resulting in a net benefit carbon footprint for the products.

Having considered sustainability issues as part of its strategic formulation, the Board has approved the material ESG factors identified, and ultimately oversees the management and monitoring of all ESG factors. The Board is always looking to assess, review and update the ESG factors with guidance of the company's ever-changing risks and opportunities.

# SUSTAINABILITY REPORT

## INTRODUCTION

Headquartered and listed in Singapore, Procurri Corporation Limited is a leading global independent provider of IT Lifecycle Services and Data Centre equipment. We offer four pillars globally:

<p><b>Post Warranty Maintenance:</b> providing maintenance solutions on current and legacy hardware enabling corporates to efficiently extend the life of their IT hardware estate.</p>	<p><b>Lifecycle Services &amp; ITAD:</b> reclaiming and providing secure, certified erasure solutions for data bearing assets ahead of refurbishing and remarketing IT hardware – promoting reuse over recycle.</p>	<p><b>Hardware, both new and refurbished across all major Original Equipment Manufacturers' (OEM):</b> Working with our partner channel to configure and deploy IT Hardware solutions.</p>	<p><b>Distribution:</b> enabling our channel partners to access diverse supply chains, many of which are low Carbon solutions to support the corporate.</p>
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Procurri employs more than 480 employees across our 21 offices and 6 warehouses worldwide, with extensive operations and services coverage spanning over 100 countries.



**160**  
Technical professionals tending to your data centre needs



**100**  
Localised service across 100+ countries



**800**  
local warehouses across 3 continents

Procurri works to keep its environmental, social and governance (“ESG”) performance positive by being a responsible, diverse, and equal opportunities employer, extending product life where possible to reduce society’s carbon and waste footprint. This is exemplified across all four of our global pillars which seek to ensure a sustainable balance between extending the life of assets, securely reclaiming and refurbishing assets facilitating their redeployment within another estate, and seeking out low-carbon distribution solutions such as laptop and tape media. Procurri strives to ensure any end-of-life products are managed in an environmentally sound manner to become raw materials for reuse, minimizing electronic waste through efficient recycling and reuse of hardware, diverting materials away from landfill and incinerators as well as preserving resources by avoiding virgin material extraction for new products.

**ESG IN THE CONTEXT OF BUSINESS**



Digitalisation has become essential for business sustainability and growth worldwide. Technology and information services have become keystones in economic development. Innovation in Information Technology and Communications (“ICT”) continues to drive overhaul of existing systems and technologies. Businesses are increasingly reliant on the use of both software and hardware systems in the development of economically important products that increase efficiencies and provide new, extensive, and enhanced services. Procurri makes a positive ESG contribution through its business model, which is based around extending the product life of ICT products, thereby enabling reuse. We are pleased to report that Procurri was once again recognised on CRN’s Solution Provider (SP) 500 list. We have also improved our standings to 144 – in the top 30% of the SP500. In addition, we are recognised in the Elite 150 on CRN’s Managed Service Provider (MSP) 500 list.

As Procurri is the world’s largest independent distributor of Post-Warranty Maintenance, ITAD, and OEM Recertified Hardware, we are cognisant that new technology brings with it new social and environmental externalities that need to be identified and addressed to protect the environment and stakeholders. Procurri will continue to conduct our businesses in an environmentally, socially, and ethically responsible manner.

Procurri has reviewed and identified key sustainability areas of focus. Focusing on these key issues allows us to manage the risks and opportunities that sustainability poses to the company. We also frequently monitor and assess our sustainability performance to ensure that we actively identify and address sustainability issues most relevant to our business.

Understanding the environmental and social impacts allows Procurri to capitalise on the services it provides. Our sector has tremendous potential not only to fuel economic growth but to also help economies progress in a sustainable manner. Therefore, Procurri considers responsible management of ESG issues to be critical to successful business practice. We strive to continuously improve our ESG performance as our global business footprint expands. As such, we have set a series of public targets in 2017 and 2020 to achieve in the short, medium and long term. Please refer to the targets section for more details on our targets.

In 2018, Procurri’s Investor Relations Policy was formalised. It sets out the ethos of Procurri’s communication with our shareholders and the key principles built on the virtues of good corporate governance, adequate corporate transparency, and fair disclosures.

Procurri’s continuous growth and expansion brings positive impacts to the global waste and climate change challenges through our business practice and strategies. We are on track to meet the rest of the targets.

**OUR PARTNER SUCCESS STORIES**

Procurri has also partnered with other solution providers to provide key products and support to address gaps that arisen in the IT channel that end users still want and need when OEMs discontinue their data centre. Below are some of our success stories with partners.

**Third Party**  
The utilities provider is a large business responsible for over 20 million customers so they simply can't afford to go offline. They had already invested in a Third-Party Maintenance (TPM) supplier but when a P1 (emergency) situation occurred, the third party were unable to get them back online because they just didn't have the expertise and knowledge base to do so.

**Approaching Procurri**  
Seeking out an urgent, but still reasonably priced solution, the senior management team at the utility provider turned to their systems integrator who in turn engaged with Procurri. The stakeholders within the company were nervous, as they'd already experienced a major issue with a TPM and were aware that the company's size and split systems (many of them legacy) meant that taking on the job was no mean feat. However, after an in-depth consultation with Procurri, all parties understood the skill levels available amongst the Procurri technicians, and they were happy to commence with a service

**Procurri Delivered**  
Procurri's expert team immediately set to work successfully recovering all data and restoring online status. This was done on a 'time and materials' basis, as the other TPM company were still the incumbent – but Procurri knew it was critical business to get the end user up and running right away. Procurri's specialist technicians were able to dial into the systems and understand the true underlying issues in order to resolve them. Downtime was reduced and BAU was restored for all users.

The partner was so impressed with the service, they later introduced Procurri's TPM services across their end users portfolio of legacy systems including EMC, HDS, IBM, Sun, HP and Dell – both reactively and proactively - to optimise uptime and offer an improved level of service to their customers.

What's more, there was a huge cost saving in procuring Procurri services compared to those on offer directly from the OEM. Procurri offered considerably better value for 70% of the price found elsewhere. One contract covered multi-vendor offerings over a 5-year period, with the flexibility to make changes as required, thus reducing downtime and negative customer experiences.

To this day, the partner and their end user remain with Procurri for their TPM services and enjoy a fantastic working relationship with expert technicians that are able to effectively manage both legacy and modern systems seamlessly, working proactively to curb issues before they surface and continue to offer unbeatable value to their customer projects across Europe.

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# SUSTAINABILITY REPORT



**SUCCESS STORY**  
TIER ONE DISK STORAGE

**Procurre enables partner success as US VAR saves global bank £21M in storage and maintenance costs**

The end-user is an international financial holding company headquartered in Europe and operates a global bank and other financial services investments.

**Highlights**

- £20M in open savings over a four year transformation
- Procurre's expert engineers developed a unique solution to customer's migration problems
- Project timeline was on track due to efficient and responsive account management
- 52 petabytes of data undergoing successful migration from Hitachi to EMC arrays
- Global reach of Procurre's engineering team helps customer avoid managing several vendors around the world.

**The challenges**

Our customer, a solutions provider in the US has successfully transformed the end-user's entire global infrastructure, comprised of 52 petabytes of data stored on Hitachi data systems, to a mix of all Flash, software defined and hyper-converged storage solutions.

Due to legal restrictions, the end-user was not permitted to use Hitachi's internal array reporting functionality during the migration process. Dell EMC introduced Procurre to provide support for the ongoing systems throughout the four year transformation.

This generated an alternative that enabled the reporting on the end-user's Hitachi systems without severely delaying the project timeline or incurring additional cost.

**The solution**

The Procurre team worked closely with Dell EMC to leverage Procurre's internal platform, developing a solution that meets reporting and compliance requirements while also developing custom software that serves as a long-term solution for the end-user.

Compliance requirements were tested in Procurre's demo lab throughout the development process; the end-user also purchased refurbished lab arrays at a significantly discounted cost to continue internal testing.

**The results**

Procurre lowered the end-user's maintenance bill in year one from over £700,000 to £142,000 per month, yielding a year one saving of \$1.5 million with an estimated total savings of over £21 million in operational expense over the four year transformation.

**Extended global reach**

Procurre worked closely with the regional global heads of infrastructure across Europe, APAC, and the US to flexibly scale assets within the support term while also creating new and efficient disk sanitation and retention policies for the end-user.

**Ease of management**

Complete global system support provided by Procurre eliminated the need for several international support vendors.

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**SUCCESS STORY**  
TIER ONE DISK STORAGE

**Industry leader converts open to innovation investments for their environment**

The end-user is the largest North American provider of environmental, energy, and industrial services with approximately 13,000 employees and 400 locations across the continent.

**Highlights**

- Procurre reduced the end-user's open by over \$200,000 to get the production refresh complete
- Solution provider actualised over \$50,000 in gross profit from selling Procurre support services and hardware
- Solution provider became the "go to" partner for that OEM, in this case Pure Storage, in the North America region by turning an otherwise dead deal into a win
- Solution provider gained a significant repeat annual revenue stream
- Solution provider became the trusted advisor within the account for their entire global infrastructure and renewed multiple computers.

**The challenges**

With an increased interest in renewable energies leading to diminishing market growth, our partner's end-user's profits margins and resulting IT budget was shrinking year over year.

Like most companies, most of their budget was allocated toward maintaining their existing infrastructure and as a result, finding the funds to refresh critical assets were nearly impossible. The improvements to the environment were necessary to keep the company competitive and provide for future growth of the business. It was at this point that Procurre was introduced to the end-user to discuss our innovative approach to IT procurement and cost reduction.

**The solution**

The Procurre team of account executives and engineers worked closely with the end-user and solutions provider to understand all aspects of their environment, provided free health checks on their infrastructure, and put together a comprehensive solution that addressed all of their concerns.

Our proposal included four hour onsite support and refurbished hardware - capacity upgrades of numerous legacy EMC and NetApp assets that reduced their support costs alone by over \$200,000.

**The results**

**Significant cost savings**

The end-user was able to purchase a net new solution for their production environment that they would have been unable to afford otherwise and as a result sustained their place in the market.

**Captured value from depreciated assets**

By working with the Procurre team the end-user was able to get \$60,000 for assets they were already planning to decommission.

**Provided for future growth**

The end-user was able to purchase a net new solution for their production environment that they would have been unable to afford otherwise and as a result sustained their place in the market.

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**SUCCESS STORY**  
TIER ONE DISK STORAGE

**Procurre enables multinational pharmaceutical company to save five million Euros on storage and network maintenance costs**

The end-user is an international pharmaceutical company providing innovative medicines to millions of patients worldwide, with offices across Europe, Asia and North America.

**Highlights**

- Funded innovation within the environment with over five million Euros in annual open savings
- Simplified support procurement and vendor management process
- Consolidated reporting on support of all storage and networking assets globally
- Increased flexibility around contract durations, SLAs, reporting, etc.
- Decreased cost of capacity and future performance upgrades by gaining the ability to utilize refurbished hardware upgrade

**The challenges**

Our customer, a solutions provider, was working with an end-user that was dedicating a significant amount of their IT budget to maintaining a complex infrastructure comprised of Hitachi, NetApp, HP, and IBM systems.

The cost of supporting several different product lines made it difficult to find budget for necessary storage and networking improvements. Without the ability to scale, the end-user would compromise their position within the pharmaceutical marketplace.

Faced with an aging infrastructure and rising OEM maintenance fees, the end-user sought a solution that would provide cost effective scalability and reliable maintenance for its multicontinent network architecture.

**The solution**

Procurre worked closely with the solutions provider and end-user to understand all aspects of their environment, providing complimentary health checks on all existing systems. A comprehensive support offering was created to support all four unique system architectures, including four hour onsite service of assets across three continents.

By eliminating the need for several OEM maintenance contracts, Procurre saved the end-user £5.7 million in annual maintenance costs.

**The results**

In addition, Procurre streamlined administrative processes by consolidating the end-user's support issues reporting into monthly reviews and transitioning all disparate OEM support contact end-dates to one end-date. This coinciding with the company's yearly budget release.

**The results**

**Significant cost savings**

Lowered maintenance bill by five million Euros annually, freeing up open to fund production innovations.

**Consolidated reporting**

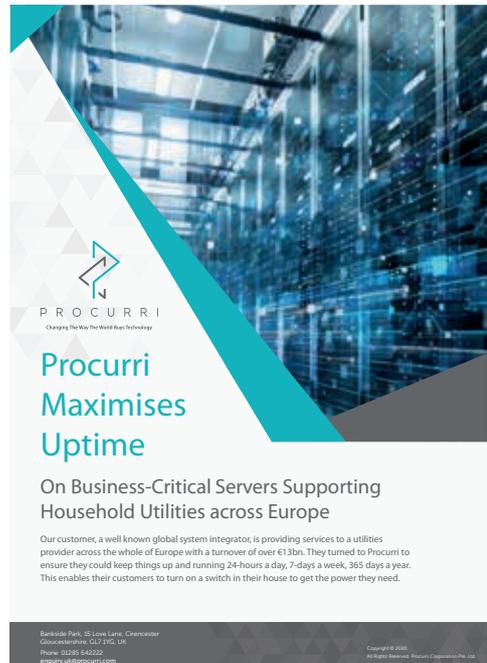
Procurre conferred with the end-user's global heads of infrastructure to fully understand reporting requirements and provided custom consolidated reporting for all assets.

**Ease of management**

Complete global system support provided by Procurre eliminated the need for several international support vendors and consolidated disparate support dates to a single end-date for all systems.

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**SUCCESS STORY**  
TIER ONE DISK STORAGE

**Procurre Maximises Uptime**

**On Business-Critical Servers Supporting Household Utilities across Europe**

Our customer, a well known global system integrator, is providing services to a utilities provider across the whole of Europe with a turnover of over €1.3bn. They turned to Procurre to ensure they could keep things up and running 24-hours a day, 7-days a week, 365 days a year. This enables their customers to turn on a switch in their house to get the power they need.

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## ABOUT THIS REPORT

Procurri recognises the importance of identifying issues that are significant to the financial operation of the business, as well as stakeholders, such as investors, society and customers. This report focuses on the regional head offices of Procurri. These offices are: Procurri Global Headquarter in Singapore – Asia Pacific region (APAC); Procurri LLC (Procurri's United States subsidiary in Atlanta); and Procurri Europe (the United Kingdom) – EMEA. Data from Boston, Massachusetts-based Rockland Congruity LLC, renamed to PTSS during 2020 acquired by Procurri LLC in 2019, is fully included in our FY2020 sustainability reporting scope. We will also see the inclusion of Germany (Procurri GmbH) and Canada (Procurri Canada) in our FY2021 report as these new facilities have begun operating during 2020. These sites represent our key locations and cover 90% of the total employees of Procurri's global operations. The remaining 10% of employees are widely spread across numerous geographical bases.

## MATERIAL ESG FACTORS & REPORTING FRAMEWORKS

When considering sustainability materiality, Procurri conducted a two-phase assessment in 2017. We initially considered all sector-level materiality to identify all issues relevant to companies operating in the sector. These themes were identified using the SASB Hardware, Software and IT standards, investor trend review and a wider literature review. Sector-level materiality was identified and refined based on specific practices of the company, through an internal stakeholder engagement process with our staff and the Board in 2017. Issues that are not applicable to Procurri due to its specific operations were removed from the list of key material issues. To give an example, one of the most significant causes of environmental impact in the sector is the production of the hardware itself – including sourcing of raw materials, such as rare metals. However, as Procurri sources its equipment from recovered units, and is essentially replacing the need for additional original equipment manufacturing, few virgin raw materials are required. As such, the environmental footprint of equipment is not relevant to Procurri.

As Procurri conducts our business all around the world, we strive to conduct business responsibly and ethically. In this year's report, we have linked our sustainability efforts to several United Nation's Sustainable Development Goals ("**UN SDGs**"). The UN SDGs are a global call for action to create "a better and more sustainable future for all"<sup>1</sup>. We believe every business has an important role to play in championing sustainability.

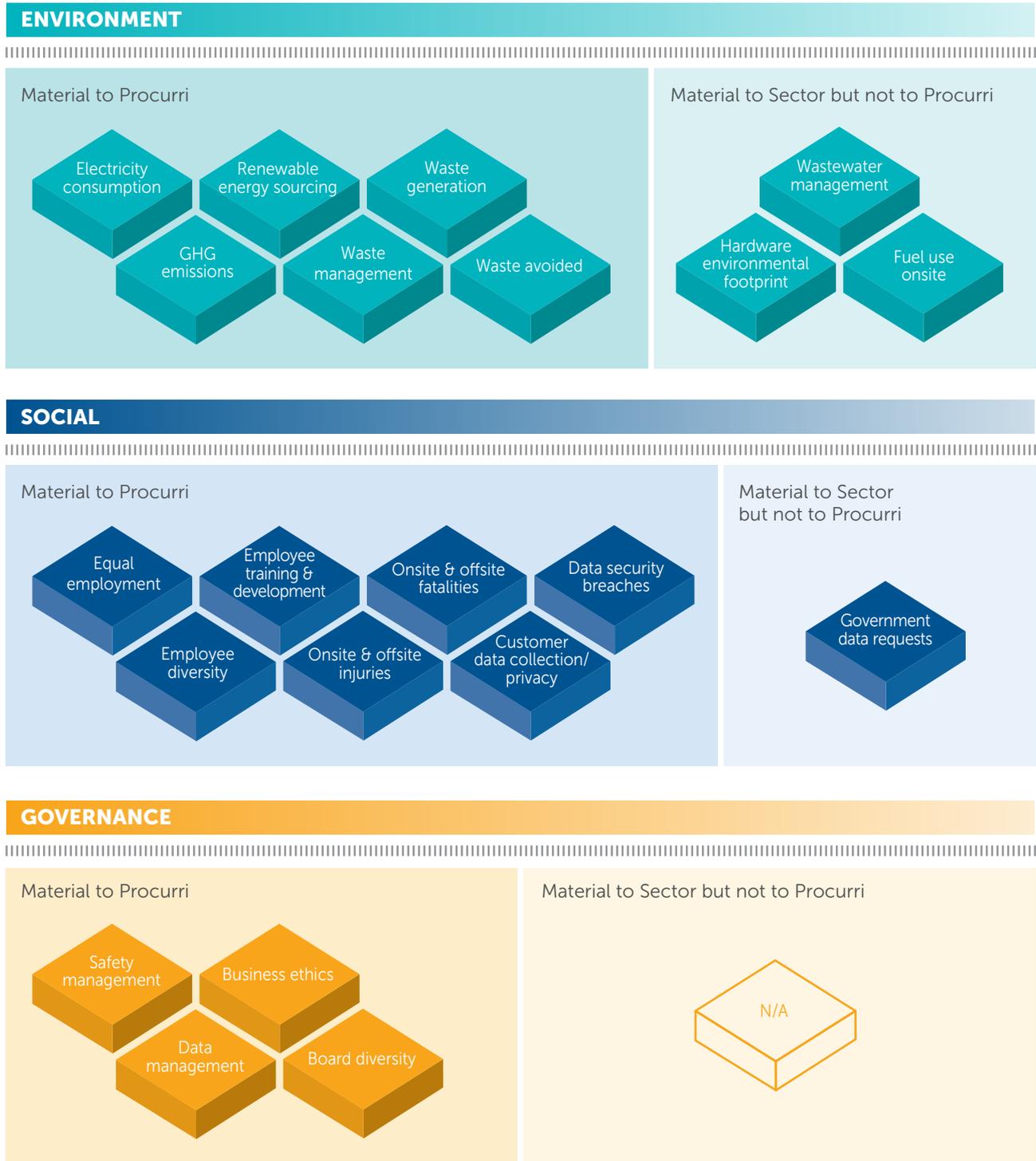
As part of the continuous efforts to progress sustainability at Procurri, we are looking to engage with our stakeholders to conduct a materiality review in FY2021, as well as integrating the GRI framework into our report alongside the SASB framework in future years' reports.

Figure 1 highlights the material ESG issues identified for Procurri. Sector material issues that are not relevant to Procurri, but were considered, are represented with dark grey shading, while issues that are immaterial for the sector and operations are coloured light grey.

<sup>1</sup> <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>

# SUSTAINABILITY REPORT

**FIGURE 1: MATERIAL ESG ISSUES FOR PROCURRI OPERATIONS**



Source: Analysis by independent consultant with input from SASB materiality review

Procurri does come into contact with data through the disposal of assets, and this is therefore reported as relevant within the Governance section of the report. However, Procurri does not collect personal customer data, such as home telephone numbers or home addresses, as part of its business operations or for use in its business operations.

Table 1 displays how and where these themes are reported within this report.

**TABLE 1: ESG METRICS AND RELEVANCE TO COMPANY REPORT**

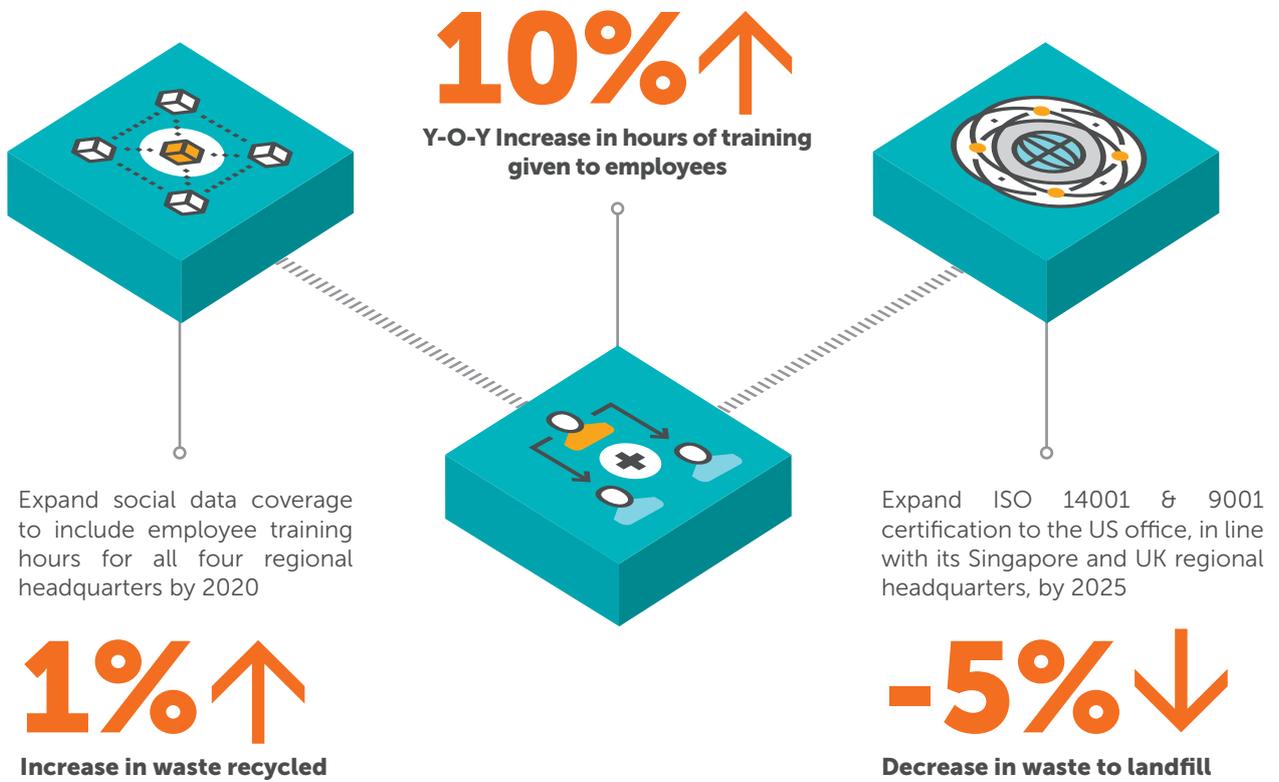
TOPIC	ACCOUNTING METRIC	SDGs	STATUS
Environmental Footprint of Site	Total energy consumption, percentage of grid electricity and renewable energy		Included, Table 4, page 17
	Water withdrawn, percentage recycled, percentage from regions with High or Extremely High Baseline Water Stress		Partially included, Table 4 & Figure 4, page 17. Water scarcity and recycling not relevant for Procurri operations due to small volumes and limited stress regions
	Waste generated by type and management processes		Included, Table 4, page 17
	GHG emissions, by scope		Included, Table 4 & Figure 3, pages 17 and 18
Lifecycle Management of Equipment	Weight of products and e-waste recovered through take-back programs, percentage of recovered materials that are recycled		Included, pages 15 and 17
Data Privacy and Data Security	Discussion of policies and practices related to collection, usage and retention		Included, page 12
	Amount of legal fines and settlements paid associated with customer privacy		Included, Table 3, page 12
	Number of data security breaches and percentage involving customers' personally identifiable information		Included, Table 3, page 12
	Discussion of firm's approach to identifying and handling data security and related risks		Included, page 12
Recruiting and Managing a Global, Diversified Workforce	Percentage of employees that are foreign nationals and those that are located in another country		Not applicable; Procurri operates across the globe and has national and international representation
	Employee training		Included, Tables 6 and 7, page 20
	Percentage of gender and racial/ethnic group representation for executive roles and other employees		Partially included, Table 5, page 19; Procurri to include racial/ethnic group representation figures in FY2021

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# SUSTAINABILITY REPORT

## TARGETS

Procurri has also set several ESG targets to maintain and progress sustainability in the core of our business. We aim to help customers extend their IT infrastructure and hardware's product life to be an environmental champion. We also strive to be a responsible, diverse, and equal opportunities employer.



## STAKEHOLDERS

Procurri is committed to create impactful long-term value for our employees, shareholders and partners. We have taken note of their main topics of concerns and frequently engaged them in different frequencies and on different platforms to ensure we address properly their concerns and interests.

**TABLE 2: STAKEHOLDER ENGAGEMENT**

Stakeholder Group	Topic	Platform for engagement	Frequency of engagement
Employees	• Corporate Direction & Strategy	Induction programme for new employees and monthly newsletters	Monthly
	• Fair Remuneration	Procurri Intranet providing training manuals and access to forms and literature	
	• Opportunity for Career Development	Training and Development opportunities	Annually/ Twice Yearly Annually
	• Staffs Valued	Refreshment trainings provided	
	• Labour and Human Rights	Staff social activities (gatherings, parties, etc.) organised	
	• Safe Working Environment	Annual Appraisals Fully managed Health & Safety guide available to all staff	
Shareholders	• SGX Compliance	Annual General meetings	Annually
	• Returns on investment	Annual Sustainability Reports	Annually
		Investor relations section on corporate website	Monthly
		Annual and half yearly results announced and reported	Half yearly
		Face to Face meetings	Quarterly
Partners	• Delivery of innovative solutions	Regular engagement, both phone and face to face	Monthly
	• Compliance with the RBA (Responsible Business Alliance) code of conduct	Promote RBA on our website and as part of our new suppliers account application setup	
	• Compliance with legislation including GDPR and Environmental and Social governance	GDPR compliant – ISO 9001, 14001 within most entities	Monthly
	• Quality & Safety of product	Managed Website and Linked in profiles	

# SUSTAINABILITY REPORT

## GOVERNANCE

Procurri recognises that good and responsible governance anchors and drives our sustainability strategies and efforts, creating long-term values for our stakeholders. We have put in place various policies that are reflective of our commitment to being an environmentally and social responsible business. Some of Procurri’s environmental policies are intended to:

- Reuse over recycle
- Target ourselves on reducing waste to landfill
- Target ourselves on reducing electricity consumed as a percentage of revenue
- Target ourselves on sourcing renewable energy

Procurri also operates with company policies of Equal Opportunities, Code of Conduct, Employee Diversity and Inclusion, Anti-Bribery and Anti-Corruption, Grievance Process and Disciplinary Policy, all reflecting a commitment to respect workers in both our own business and supply chain worldwide. The following section considers some of the key governance structures in place.

## BOARD DIVERSITY

In 2020, the Board was comprised of six directors, three of whom are independent, non-executive directors and one non-independent non-executive director. The Board is able to exercise objective judgment independently from management with no individual or small group of individuals dominating the decisions of the Board. Currently, the Board consists of six males, with combined expertise across a range of specialties, including finance, accounting, legal, business and industry knowledge. Procurri provides details of its Corporate Governance on our website which can be found on <https://www.procurri.com/>

## DATA & SECURITY

Procurri is bound by privacy regulations around the world. To ensure Group-wide compliance, the Data Protection Policy was formalised during the financial year 2018. Procurri does not collect personal client data as part of its business operations or for use in its business operations. Procurri is exposed to client data as part of its IT Asset Disposition (“ITAD”) offering, when clients entrust their end-of-life IT equipment to Procurri for testing and verification, data erasure and/or disposal. Procurri handles these electronic equipments with utmost security and ensures data security is maintained at all times. Telephone numbers, customer identification numbers, address details and other personal information is destroyed as part of the ITAD process and not stored for ongoing use.

Each region operates in adherence to local requirements and best practices, though key processes are the same. Asset testing and verification premises are in a caged and secure location and only accessible by authorised personnel. All storage equipment that is erased has certificates generated citing the type of erasure standard requested. For data erasure, the Procurri Group utilises Blancco software an internationally recognised and accredited disk erasure software. The UK is both ISO 27001 and ADISA accredited. Procurri Europe was awarded ISO 27001 and the UK’s Warrington ITAD facility was certified to ADISA standard in 2019, The Cirencester facility has been ADISA certified since 2012.

For asset disposal, the three regions use third-party vendors detailed below:

- Singapore: National Environment Agency-approved vendor.
- USA: R2-certified recycler audited annually.
- UK: UK Environment Agency licensed and authorised recycler.

Specifically, and for the purposes of transparency, data security details are given below.

**TABLE 3: DATA & SECURITY**

ITEM	2018	2019	2020
Number of confirmed or suspected data security breaches that occurred in the past financial year?	Nil	Nil	Nil
Number of breaches that concerned the potential for personal identification material being compromised?	Nil	Nil	Nil
Number of breaches that led to the company incurring fines or other penalties and what was the value of these penalties?	Nil	Nil	Nil

## ANTI-BRIBERY & CORRUPTION POLICY

We are committed to acting lawfully, ethically and with integrity in every aspect of its business. This policy applies to all Procurri employees, including our employees of global subsidiaries and contract and temporary workers. Procurri operates a zero-tolerance policy towards bribery and corruption in any situation or form.

### OUR COVID-19 Response

#### HOMEWORKING POLICY

The COVID-19 pandemic has drastically altered how Procurri operates and works. The pandemic-induced new normal has made homeworking a recommended practice among our employees to ensure we reduce social interactions between employees, thereby reducing the health risk of infecting the disease. In view of the proliferation of homeworking around the world, Procurri Europe reviewed and updated its Homeworking Policy to ensure proper implementation of remote working by our employees. The policy applies to all permanent, full-time, and part-time employees of Procurri Europe. The purpose of the policy is to set out Procurri Europe's commitment to flexibility in working with the aim of meeting both the Company's and employees' needs. The policy defines homeworking, details the process to apply for homeworking, elaborates on the logistics of enabling homeworking as well as emphasizing on employee conducts and performance throughout their homeworking period. Employees are also reminded that they must adhere to the company's policies on data and information security as homeworking requires many online communication and information exchanges. The policy enables Procurri Europe to remain resilient and productive despite severe disruptions and inconveniences caused by the pandemic.



## ENVIRONMENTAL IMPACTS

### HIGHLIGHTS 2020



Procurri has partnered with Vic Vicary to document his North Pole expedition to study the effects of climate change. Vic Vicary is a veteran explorer who sets out with his team to document his first-hand observations and unexpected challenges encountered during their expedition as a direct result of climate change-induced global warming. Vicary's experiences and observations are documented in his book – Plan D. We also launched a 5-part instalment documenting the team's journey in the North Pole on our website. Please refer to our website <https://www.procurriurope.com/expedition-to-the-north-pole/> for more information about Vic Vicary's expedition.

In addition to supporting Vic Vicary in getting his story out, Procurri has signed up as a distributor for Circular Computers, a provider of Carbon neutral certified laptops. Procurri successfully pitched and sold 5000 units to a FTSE 250 listed construction company in the United Kingdom, saving 300kg of CO<sub>2</sub> per laptop, totalling 1.5M Kg of CO<sub>2</sub> total.

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# SUSTAINABILITY REPORT

## REUSE & RECYCLING OF IT EQUIPMENT

Procurri’s IT distribution and Lifecycle services serve to optimise the performance and lifespan of IT assets, thereby empowering partners and clients to retain the value of their IT assets as much as possible and contributing to a circular economy.

Refurbishment and reuse of equipment prolong its shelf-life to ensure environmental cost is minimal. This is our preferred approach for a sustainable waste management solution.

### PROCURRI 2020-AT-A-GLANCE

- Procurri expanded operation into Germany in 2019 as part of the Groups continued globalisation efforts. This includes Procurri Europe’s development of warehousing premises, and staff recruitment, in Germany. The business has developed throughout 2020, posting positive results from H1.
- An ITAD facility was built in Warrington, UK. 3 sales head were recruited to help drive the ITAD sales effort. The Warrington facility has continued to grow and now employs 11 persons.
- In the US, an 8000 square feet ITAD bay was also built in Procurri’s Boston facility to process and sort programmatic ITAD equipment. The bay has racks and enclosures to conduct ITAD wiping via the Blancco platform. Procurri has staffed the bay with 5 dedicated employees. This continues to grow and develop now employing 8 persons.
- Procurri expanded into Canada during 2020 as part of the group’s continued globalisation, opening warehousing and operations, employing 6 persons.
- Procurri expanded into Australia in 2020 as part of the group’s continued globalisation. A business has been registered initially ahead of 2021.

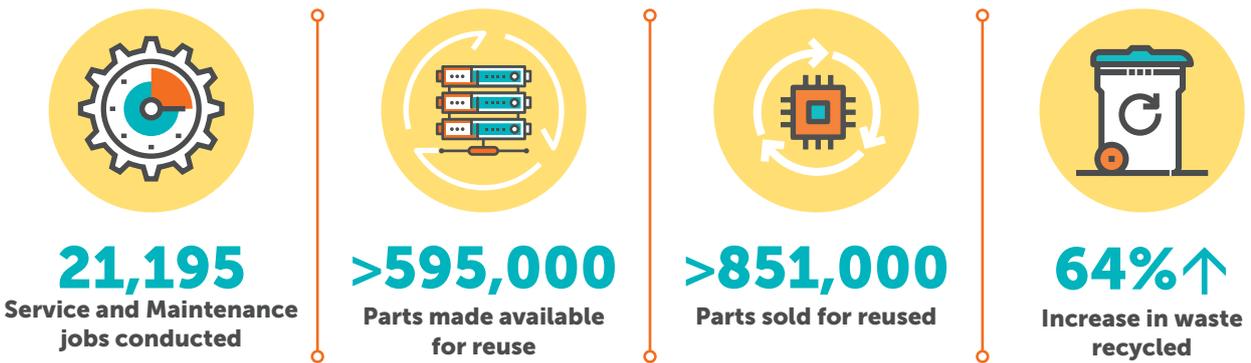
**FIGURE 2: WASTE HIERARCHY AT PROCURRI**



In 2020, Procurri conducted 21,195 service and maintenance jobs, with more than 595,000 and more than 851,000 parts made available for reuse and parts sold for reuse respectively in the three reporting regions combined. Singapore (APAC) completed 1,500 tickets with 7,000 items made available for reuse and 10,500 items sold for reuse; the United Kingdom and Germany (EMEA) completed a combined 5,720 tickets with 386,178 items made available for reuse and 389,521 items sold for reuse; the United States (Americas) completed a combined 13,975 tickets with 201,928 items made available for reuse and 451,456 items sold for reuse.

**OPERATIONAL FOOTPRINT**

**2020 HIGHLIGHTS**

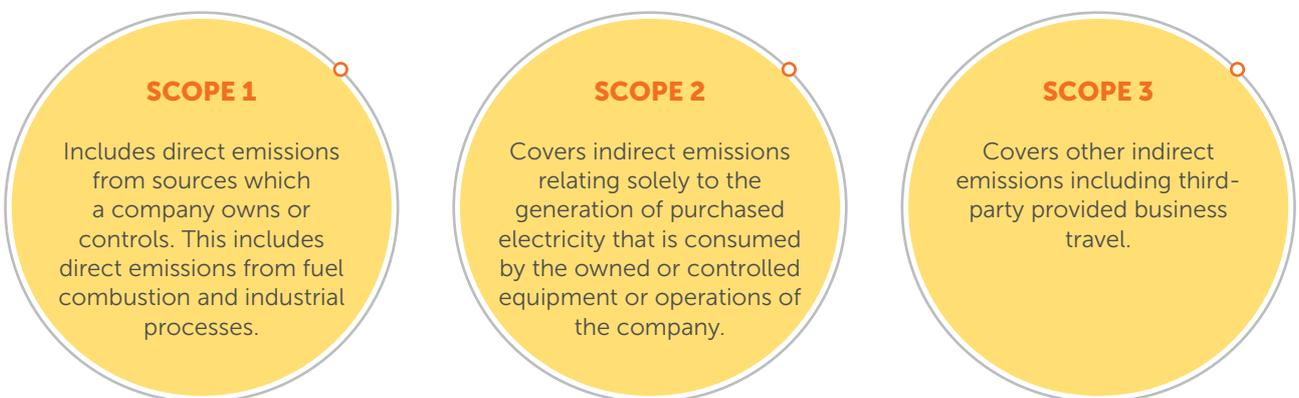


Procurri considers environmental responsibility to be crucial to the successful operation of our business. We operate both our UK and Singapore sites according to the environmental management system standard ISO 14001, and quality management standard ISO 9001. In 2020, Procurri EMEA site’s ISO 9001 and 14001 were renewed. Procurri has set a target to achieve these standards across US operations by 2025.

Procurri’s operational environmental footprint was analysed based on onsite energy use, water use, vehicle fuel and business travel. We are looking to implement various environmental initiatives that can contribute to resource use efficiency and consumption reduction.

For the purposes of this report, Greenhouse Gas (“GHG”) emissions are reported in line with the Greenhouse Gas Protocol, an international corporate accounting and reporting framework developed by the World Resources Institute and the World Business Council for Sustainable Development. The Greenhouse Gas Protocol differentiates between direct and indirect emissions using a classification system across 3 different scopes:

**TABLE 4: GROUP ENVIRONMENTAL IMPACTS**



# SUSTAINABILITY REPORT

ITEM	UNITS	2018	2019	2020 <sup>1,2</sup>
<b>ENERGY USE</b>				
Purchased electricity	kWh	1,548,619	2,399,418	2,333,861
Natural gas consumption	kWh	599,921	700,598	258,269
<b>BUSINESS TRAVEL</b>				
Air – international	km	642,726	1,548,834	165,032
Air – domestic	km	548,021	193,121	115,068
Private vehicle	km	489,267	215,804	87,354
Company vehicle	km	233,449	183,970	116,364
Rail	km	24,533	26,813	2,992
<b>GREENHOUSE GASES</b>				
Scope 1	tCO <sub>2</sub> e	111	129	136
Scope 2 (location-based) <sup>3,4</sup>	tCO <sub>2</sub> e	528	742	641
Scope 2 (market-based)	tCO <sub>2</sub> e	348	359	-
Scope 3 <sup>5</sup>	tCO <sub>2</sub> e	277	284	79
<b>WATER WITHDRAWAL</b>				
Operational	m <sup>3</sup>	3,534	2,580	2,488
<b>WASTE ARISING</b>				
Waste sent to landfill or incinerator	kg	11,912	124,263	90,533
Waste recycled	kg	224,420	273,794	448,586
Hazardous waste	kg	-	1,012	942

<sup>1</sup> The decreases in energy use, business travel, Greenhouse Gas emissions, water withdrawal and waste were due to reduced operations and activities due to the COVID-19 pandemic.

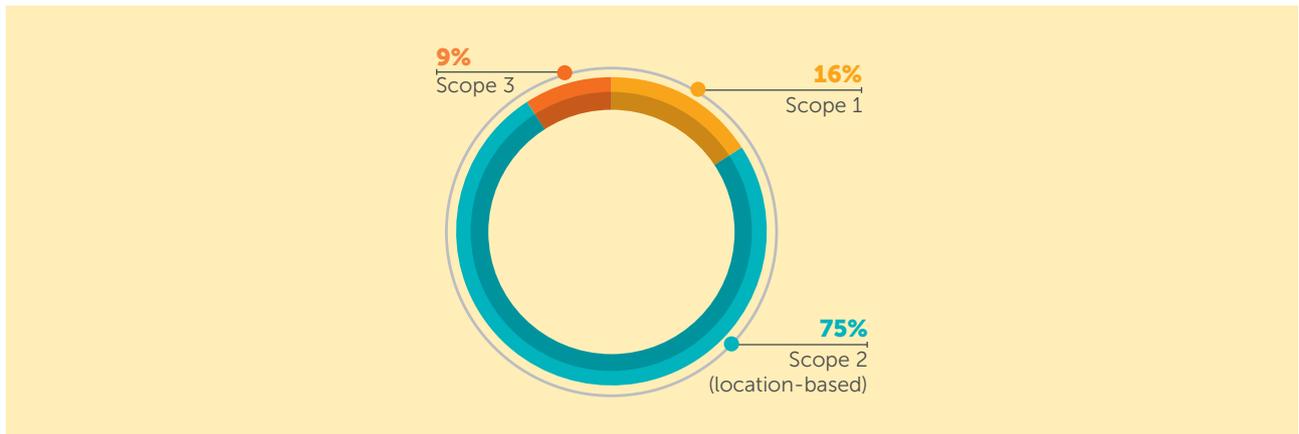
<sup>2</sup> 2020's scope of reporting was expanded to include the Germany site.

<sup>3</sup> Scope 2 Greenhouse Gas emissions data for 2018 and 2019 were revised due to a revision of historical grid emission factors in Singapore.

<sup>4</sup> Procurri Europe (EMEA) uses United Kingdom's Greenhouse Gas reporting emission factors; Procurri Germany site uses German government's emission factors for Beiersdorf. 2020 figures for both sites are categorised as location-based emissions.

<sup>5</sup> Procurri Europe's (EMEA), Germany, LLC, and Singapore calculated Scope 3 emissions from all transportation activities using the Greenhouse Gas Protocol Calculation Tool for GHG Emissions from Transport or Mobile Sources

**FIGURE 3: GHG EMISSIONS BY SCOPE**



The majority (75%) of the captured GHG emissions were associated with purchased electricity across the sites. Business travel was included in our assessment as Scope 3 emissions.

**FIGURE 4: WATER WITHDRAWAL BY SOURCE**



Procurri used only supplied water across all its sites globally, and the majority of use was associated with domestic requirements, such as toilets and hand basins. Water withdrawal volume was reduced from 2,580 cubic meters in 2019 to 2,488 cubic meters in 2020. This is due to reduced operations and activities induced by the COVID-19 pandemic.

# SUSTAINABILITY REPORT

## SOCIAL IMPACTS

Procurri aims to create an environment that encourages and values diversity within our workforce and builds on the differences individuals bring. We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of employees, clients and partners.

## EMPLOYEE DIVERSITY & INCLUSION

Procurri believes diversity and inclusion:



As such, business activities, such as hiring, training, compensation, career progressions opportunities, terminations and recreational events, are conducted without discrimination, based on merits and unhampered by artificial barriers, prejudices or preferences.

**TABLE 5: GROUP DIVERSITY AND EMPLOYEE REPRESENTATION**

ITEM	2018		2019		2020	
	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE
<b>GENDER OF EMPLOYEES<sup>6</sup></b>						
Male	294	73%	310	74%	310	76%
Female	107	27%	104	26%	99	24%
<b>AGE DIVERSITY</b>						
Under 30	114	28%	125	28%	98	24%
30 – 50	216	54%	218	54%	231	56%
Over 50	71	18%	71	18%	83	20%

<sup>6</sup> 3 employees from Procurri LLC did not specify their gender.

Employee development is important and Procurri recognises that regular performance reviews and training help keep staff motivated and the company successful. To this end, annual appraisals are conducted, coupled with monthly sales meetings. The Europe office was re-certified as an Investors in People employer in 2019, which is a standard in leadership development and performance evaluation.

**TABLE 6: EMPLOYEE DEVELOPMENT**

ITEM	2018		2019		2020	
	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE	NUMBER OF EMPLOYEES	PERCENTAGE
<b>EMPLOYEE DEVELOPMENT</b>						
Percentage of employees receiving regular performance and career development reviews	349	87%	325	79%	375	91%
Employee groups not receiving reviews	82	19%	171	34%	105	22%

Procurri offers a Training and Development programme to employees, including on-the-job training, as well as training conducted by accredited institutions or organisations, where appropriate.

**TABLE 7: EMPLOYEE TRAINING<sup>7</sup>**

EMPLOYEE DEVELOPMENT	2018	2019	2020 <sup>7</sup>
Hours of training given	1661	2266	1158.5
Hours of training received per employee	10.2	5.47	2.81

<sup>7</sup> The decrease in hours of training given was due to reduced operations and activities due to the COVID-19 pandemic.

All sites have collected data on number of training per employee in 2020 whereas only the UK (EMEA) data was reported 2017 and 2018. However, employee training hours were reduced due to the COVID-19 pandemic restrictions and reduced operations.

# SUSTAINABILITY REPORT

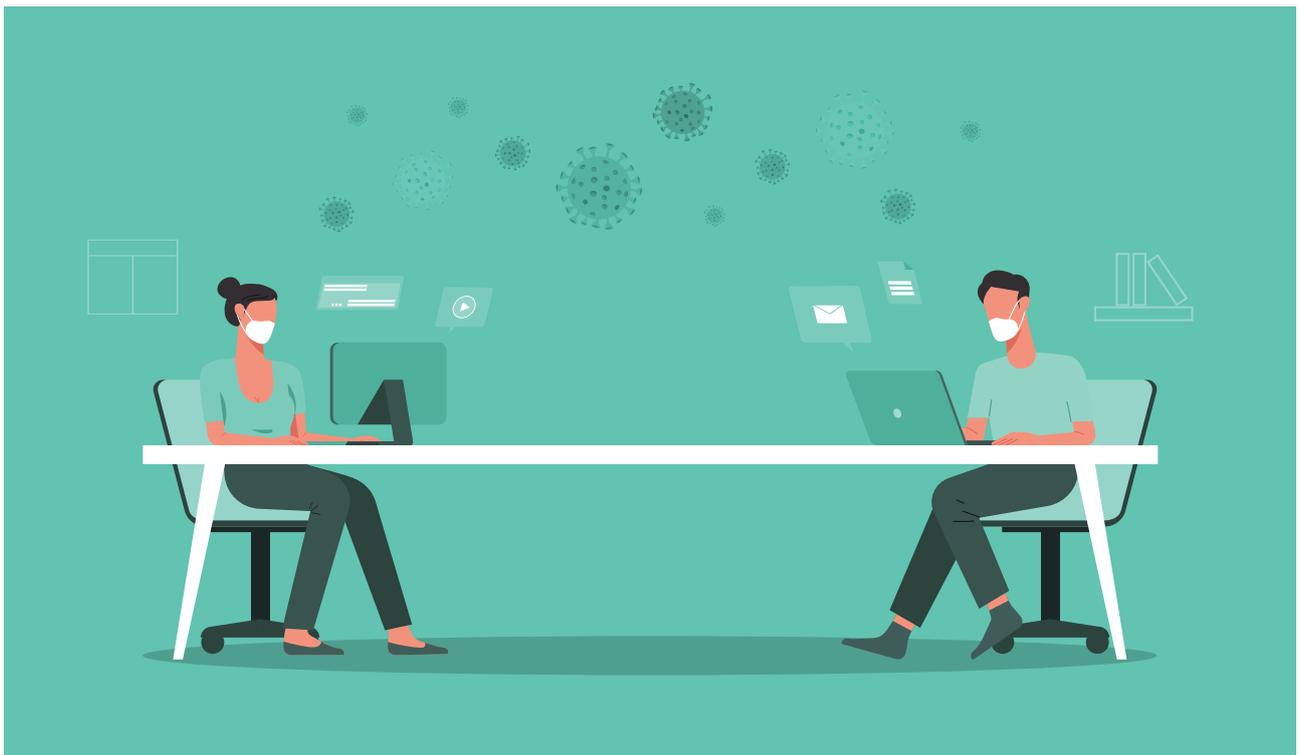
## HEALTH & SAFETY

Procurri prioritises the health and safety of its employees. All five headquarters are governed by workplace health and safety policies, including publishing Health and Safety Policy Statements signed by a director, plus inclusion of health and safety monitoring within internal audits. The Singapore headquarters is certified with bizSAFE Level 3; the Boston site complies with OHSAS 18001 and reports and injury and illness incidents to the United States Department of Labor’s OSHA’s Form 301; both EMEA and Germany headquarters operate under the guidance of ISO 45001 but they have not sought certification. Both sites conduct regular internal audits and the results are discussed during operation meetings which has health and safety as a permanent agenda subject. Both sites also record and discuss near misses and incidents during the meeting.

The company also carries out health and safety training at induction and annually thereafter.

**TABLE 8: GROUP HEALTH AND SAFETY**

ITEM	2018		2019		2020	
	NUMBER OF EMPLOYEES	PER 100 STAFF	NUMBER OF EMPLOYEES	PER 100 STAFF	NUMBER OF EMPLOYEES	PER 100 STAFF
Recorded injuries	4	1.0	5	1.2	0	0
Exposure to hazardous substances	0	0	0	0	0	0
Recorded injuries off company premises	0	0	0	0	0	0
Exposure to hazardous substances off company premises	0	0	0	0	0	0



**SOCIAL ENGAGEMENT**

Procurri has traditionally participated in various local community initiatives, However, our community engagement initiatives were reduced or suspended in FY2020 due to the Covid-19 Pandemic. These precautionary steps were taken to ensure we minimise any risks to our employees’ as well as the wider communities’ safety and welfare. Separately, social and economic disruptions incurred by the pandemic have shifted our focus to our own employees, ensuring they were properly supported throughout 2020.

Procurri invoked its business continuity and management plan in all regions as lockdowns were imposed by Governments. Several key initiatives undertaken were local risk assessments, staff education surrounding Covid-19, alterations to working patterns being implemented to ensure space to practise social distancing at the workplace along with identifying vulnerable employees or those employees who were carers for vulnerable family members. Support packages were put in place to

help those identified as vulnerable. We have also topped up salaries whilst taking advantage of local in country government based support packages also.

Staff that were able to work remotely were tooled to do so including the provision of laptops and remote IT support to help them work from home. Those that could only work within the buildings were placed onto shift patterns with all premises having hand sanitisation stations and educational literature displayed to help prevent the spread of Covid-19. Terms and rules of working from home are detailed in our reviewed Homeworking Policy.

Regular communication by the business to all employees was and still is maintained. They are delivered through a variety of mediums including – regular calls and teams conversations, update e-mails, face to face where possible and newsletters.

Procurri gradually allowed employees to return to offices depending on different geographies’ pandemic situations. We have also allowed social engagement activities where and when legally allowed and safe.



1 Food Drive

1. Procurri Singapore organised a food drive early 2020 prior to Pandemic.
2. Procurri EMEA subsidised gym and fitness sessions as well as hosted staff lunches.



2 Procurri EMEA returns to the gym



# SUSTAINABILITY REPORT

## APPENDIX

### CALCULATING GREENHOUSE GAS EMISSIONS

Different GHGs have different Global Warming Potentials (“**GWP**”)<sup>8</sup> or abilities to contribute to rising temperatures. Data is standardised by converting the different greenhouse gases into their carbon dioxide equivalent according to the GWP index published by the Intergovernmental Panel on Climate Change (“**IPCC**”)<sup>9</sup>. The index identifies the radiative effects of different GHGs in the atmosphere relative to an equal mass of CO<sub>2</sub> over a 100-year timeframe. GWP enables all the GHGs to be expressed in terms of CO<sub>2</sub> equivalents, or CO<sub>2</sub>e. Quantities of GHG emissions are derived from data on operational and vehicle fuel consumption, electricity use and business travel. Emission factors are from Singapore’s Energy Market Authority, United States Environment Protection Agency and United Kingdom Department for Business, Energy & Industrial Strategy and Procurri’s electricity suppliers in the UK.

<sup>8</sup> Global Warming Potential (GWP) is the ratio of the warming of the atmosphere caused by one substance to that caused by a similar mass of carbon dioxide, which is assigned a reference value of 1.

<sup>9</sup> The Intergovernmental Panel on Climate Change (IPCC) is a scientific intergovernmental body set up by the World Meteorological Organisation (WMO) and by the United Nations Environment Programme (UNEP) with a mandate to provide an objective source of information about climate change