



2020

Sustainability Report

6.05% emissions reduction from 2018

Exceeded our 2024 emissions target

reduced **0.07** metric tons CO₂e per square meter

Exceeded 2024 target - 138.89% complete

98th percentile EcoVadis rating



Responsible Business Alliance

Advancing Sustainability Globally

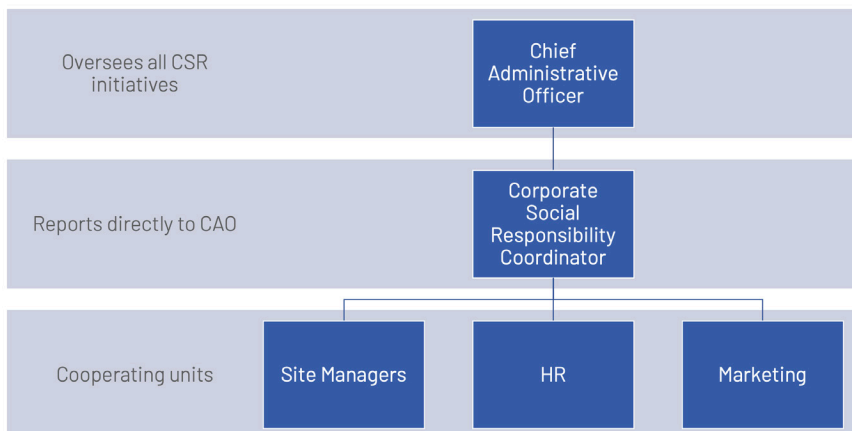


About Reconext

Formed from the combination of Teleplan and Clover Wireless in December 2019, Reconext is a leading aftermarket services company with a footprint covering the Americas, Europe, and Asia Pacific.

Providing innovative aftermarket device services and reverse supply chain solutions, we deliver value to industry-leading OEMs; cable, satellite and mobile device operators; retailers; insurers; and other enterprises.

Our comprehensive suite of solutions spans all phases of the product lifecycle. With thousands of trained professionals and hundreds of technical experts and engineers, we are dedicated to delivering customer satisfaction daily.



Our Lifecycle Services

We offer a comprehensive portfolio of services including:

- Returns Management & Fulfillment
- Testing & Grading
- Repair & Refurbishment
- Asset Recovery
- Trade-in & Buyback

Market Segments We Support

- Consumer electronics
- Customer premises equipment (CPE)
- Enterprise network & data storage
- Internet of Things (IoT)
- Mobile
- Point-of-Sale equipment

Executive Message

2020 was a challenging year for industry globally. The pandemic, supply chain disruptions, and extreme weather events due to climate change all combined to present a level of challenge not seen in recent memory.

Despite these challenges and unpredictable environment, here at Reconext our priorities and focus remained clear –

- To help our customers navigate through the challenges posed for their businesses
- To safeguard the health and safety of our workers; and
- To ensure that we continue to support the initiatives that enable our customers to meet or exceed their CSR objectives and commitments

During the early stages of the pandemic, Reconext invested in masks and other PPE and practiced social distancing for all factory employees, reduced or halted production in certain regions in accordance with safety guidelines, and encouraged corporate employees to work from home. I am very proud of the dedication shown by our workers throughout this difficult time, especially the people in our facilities who risked their health and labored under great stress and uncertainty to help our customers keep critical products flowing and meet their commitments to their customers. Reconext persevered by working as a team and acting with integrity. I am proud of our people and their commitment to this important work.

As a global organization, Reconext plays a leading role in advancing the circular economy in the technology industry. Our services, as well as our commitment to our communities and employees, enable us to make significant social and environmental contributions while also growing our business. We are committed to pursuing innovative breakthroughs in operational processes and technologies, understanding that our current achievements are the result of our workers' efforts, our supply chain partners' contributions, and our clients' participation. Our business model also helps our clients meet their corporate social responsibility goals, boosts overall ESG participation, and provides the groundwork for long-term improvement in sustainable business practices worldwide.

Here at Reconext, we believe strongly that technological advancements can solve several of the climate and social issues humanity faces. This is why, in collaboration with leading global enterprises, we strive to constantly innovate our repair processes, preserve natural resources, reduce emissions for ourselves and our clients, and promote a sustainable and environmentally friendly culture.

We have also implemented new measures to reduce our own energy consumption and carbon emissions in accordance with The Greenhouse Gas Protocol. Our emissions targets and calculations are based on science, vetted by Carbon Trust and Clearstream Solutions, and reported to the CDP and EcoVadis. Due to the company's achievements in sustainability, Reconext received an EcoVadis Gold rating at the end of last year.

In summary, we view the care, protection, and cultivation of the environment and the communities in which we operate as being at the heart of everything we do, and through our efforts hope to make a meaningful contribution to the preservation of a healthy environment for generations to come.

We want to thank you for reading this report and look forward to engaging with all our stakeholders – customers, employees and communities – as we continue our collective journey towards creating a truly circular economy for the benefit of all.



A stylized, handwritten signature in black ink, appearing to read 'Dan Perez'.

Dan Perez
Chief Executive Officer

Mission

As a **services company**, our mission is to **deliver solutions that enable our customers** to meet their objectives by **optimizing the value** of returned electronic devices for our customers with the goal of **100% reuse of all materials**. We accomplish this through continuous innovation in repair, remanufacturing, refurbishment, reclamation and remarketing technologies.

Vision

To be the **premier aftermarket services company** benefiting our **customers**, the **communities** in which we operate and the **environment**.

Values

We Put Customers First

We work to exceed our customers' expectations each day by providing high-quality, reliable services that create value for our customers. Our company **culture is centered around our customers**. We listen to our customers to understand their needs and expectations and we strive to develop and deliver **premium services** that deliver **superior value** for their businesses.

We Treat Each Other With Respect and Dignity

We value each person, their ideas and opinions. We take the time to listen to each other and acknowledge the **unique contribution each of us makes** to our success. We expect and promote **integrity, loyalty and team spirit**. We learn from each other and recognize the contribution each of us makes to our success at every level of the organization.

We Strive for Excellence in All That We Do

We strive for excellence in all that we do through **continuous learning and improvement**. We seek excellence through innovation. By working smarter, we develop processes and **solutions that deliver value** and that meet our customers' ever-evolving needs. We consistently deliver high-quality services and products.

We Embrace Teamwork

We recognize that teamwork and supporting each other delivers the best results. We **work together to solve problems** and keep our commitments to our customers. Through the **power of teamwork** we deliver better service to our customers and encourage a **culture of mutual respect and common rewards**. We recognize that teamwork works.

We Protect The Environment By Extending The Useful Life Of Digital Products

We are good corporate citizens. By **extending the useful life of digital products** and components we reduce the unnecessary generation of waste and carbon and use of energy and materials. **Improving the environment** as well as the communities in which we operate is core to all that we do.

We Act With Integrity

We act with integrity in all our dealings with each other, our customers and our partners. We **take responsibility for our actions** and **stand behind our commitments**. Integrity in our actions and words builds the trust that we can be counted on to keep our commitments.

Our 4 Pillars:

The Reconext Sustainability Strategy



We align our sustainability efforts to the UN Sustainable Development Goals (SDGs). We will make reference to those goals where applicable in other sections of this report.

01. Our Services

- Enabling the Circular Economy
- Driving innovation



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



14 LIFE BELOW WATER



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS

Our Services

Enabling the Circular Economy

Reconext provides innovative aftermarket services and reverse supply chain solutions to industry-leading OEM's; cable, satellite and mobile device operators; retailers; insurers; and other enterprises. We partner closely with customers in meeting their sustainability targets by delivering aftermarket solutions to optimize the value of returned electronic devices, with the goal of 100% reuse of all materials. Our comprehensive suite of solutions spans all phases of the product lifecycle. With thousands of trained professionals and hundreds of technical experts and engineers, we are dedicated to delivering customer satisfaction daily.

Driving Innovation

Our preeminent innovation is exhibited by our display restoration technology, which enables circularity in devices that were previously classified as "beyond economic repair" industry wide. In addition, Reconext works with clients to incorporate circular economy in future design, reducing the negative impact those companies have on the environment.



"Applying circular economy principles across our supply chain is only possible with the alignment and support of our suppliers. Reconext has been a key contributor to the success of multiple initiatives aimed at reusing devices and parts or at recovering rare-earth materials and thus helping us increase the use of recycled content in our new products."



Page Notes

Head of Sustainability,
at Dell

02.

Environment

- Climate & Carbon
- Energy
- Waste/Sustainable Packaging
- Water



The Environment

Climate & Carbon

- 6.05% emissions reduction from 2018 (base year)
 - Reached/exceeded our 2024 emissions target
- In 2020, Reconext increased its operational footprint and simultaneously reduced its carbon emissions per square meter
 - .07 metric tons CO2e per square meter in 2020, down from .12 in 2018
 - Reached/exceeded 2024 target - 138.89% complete

Energy

- As leases expire, we are moving our facilities to buildings with LEED certifications, renewable energy options, etc.
- Replaced Grapevine, TX facility lighting with LED

Water

- Reconext does not use freshwater in our processes

All emissions calculations have been verified by Carbon Trust and verified by Clearstream Solutions.

Waste & Sustainable Packaging

A lighter, universal packaging solution

Since 2019, Reconext has used universal boxes that replaced plastic and foam with cardboard re-designs. This provides our clients with an eco-friendly and cost-effective packaging solution.

Recyclable Packaging Material

Our main packaging suppliers aim to contribute to a world without waste, supporting the concept of circularity. All the eco-friendly packaging cases are 100% recyclable.

The Use of Recycled Packaging Material

At Reconext's Mexicali location, we buy 100% recycled packaging and pallets for all of our shipments.

Our Mexicali location also started a program with a local company who used about 4,500 tons of recycled cartons to produce sandblasted cardboard and cardboard borders to be used again in packaging.



03.

People

- Diverse & Inclusive Workplace
- Employee Training & Development
- Community Engagement
- Charitable Activities



Our People

Diverse & Inclusive Workplace

Reconext brings together people from around the world to help create and provide solutions that promote circularity for electronic devices. We take pride in actively fostering a culture of inclusion and diversity where all are treated fairly and with respect. It is our belief that the individual perspectives and differences that form our diverse collective make us stronger and better as a company. We value ingenuity and problem solving, always asking – How can we do this better?

Employee Training & Development

Our investments in training and development programs are localized and tailored to the specific needs of the workforce in the different regions where we operate. We believe in fostering opportunities by helping team members acquire the skills needed to advance in their careers.

We act respectfully and courteously to one another and are expected to act with integrity always. Collectively we strive to make a meaningful difference for our environment and the communities we operate in. Together, we turn ideas into actions and actions into positive results.

Community Engagement & Charitable Activities



Supporting the Mexicali community during the COVID-19 pandemic: 2,000 safety glasses donated to police officers, 200 Tyvek suits and 200 N95 masks donated to health workers, 500 pairs of gloves and 100 safety glasses donated to the Labor Board for their employees, and \$5,000 USD donated to buy food and distribute to poor families in the city through the DIF Institution.



HR health programs to benefit Reconext employees



800 blankets donated for low-income families

04.

Ethical Business

- RBA
- Ethical Supply Chain
- Health & Safety



Ethical Business

Ethical Supply Chain

Reconext requires all suppliers to comply with our Supplier Code of Conduct, which details labor practices, human rights, child labor, and environmental health & safety. Reconext expects suppliers to act in accordance with all applicable employment/labor laws and regulations in the jurisdiction in which they operate, including:

- compliance with all non-discrimination requirements;
- maintaining an environment where individuals are free from any harsh and inhumane treatment (including any physical, sexual, psychological, verbal or visual harassment or abuse);
- observing all applicable restrictions on the maximum hours employees are legally permitted to work;
- workweeks of 60 hours or less, including overtime, except in cases of emergency or unusual situations as dictated by RBA Code. Workers should be allowed at least 1 day off every 7 days;
- compliance with all applicable wage laws including those related to minimum wages, overtime hours and all legally mandated benefits;
- ensuring that no bonded (including debt bondage), indentured labor, involuntary prison labor, slavery or trafficking of persons is used;
- ensuring that all work is voluntary, and employees are free to leave work or terminate their employment at any time;
- enforcing a minimum age requirement for employment consistent with local law
- upholding the right to freedom of association, the right to engage in collective bargaining, and engage in peaceful assembly in accordance with applicable laws and regulations

Suppliers should have environmental, health, and safety management systems. Reconext expects suppliers to comply with all applicable Environment, Health and Safety laws and regulations in the jurisdiction in which they operate as well as international laws and regulations relevant to the electronics industry (RoHS, WEEE, R2 or WEEELABEX, etc.).

Reconext supports the humanitarian goals of the Dodd-Frank Act and encourages manufacturers of the products we refurbish to adopt that same policy for their businesses. In accordance, Reconext does not purchase raw conflict minerals from any source.

Responsible Business Alliance

The RBA Code of Conduct establishes standards to ensure that working conditions in the electronics industry supply chain are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible. Fundamental to the RBA Code of Conduct is the understanding that a business, in all its activities, must operate in full compliance with the laws, rules, and regulations of the countries in which it operates. Reconext expects suppliers to be familiar with the RBA Code of Conduct, understand how it applies to their business, and to comply with the relevant standards.

The RBA offers a risk assessment tool, the RBA Self-Assessment Questionnaire, which enables us to evaluate specific supply chain risk areas including labor, health and safety, environment, and ethics. Reconext completes this SAQ annually and conducts site audits to ensure our standards and areas of focus are in line with RBA standards. Any non-conformance is noted in the Corrective Action Plan and resolved within the RBA-specified timeframe.