



2025 ITAD Tech Sustainability, ESG, & Data Security Report

| Intuitive. Responsible. Easy.

At ITAD Tech, we believe
that our actions today shape the
world of tomorrow!

Decorative geometric shapes consisting of overlapping green and light green triangles and rectangles on the left side of the page.

WELCOME TO **SUSTAINABILITY**
REPORT OF ITAD TECH FOR
FISCAL YEAR 2025

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Introduction

Welcome to the 2025 Sustainability Report of ITAD Tech, a premier IT Asset Disposition company dedicated to responsible and sustainable practices. This report serves as a testament to our unwavering commitment to fostering a positive impact on the environment, society, and governance. At ITAD Tech, we believe that our actions today shape the world of tomorrow. This report outlines our efforts in measuring and monitoring Environmental, Social, and Governance (ESG) factors, as well as our stringent Data Security measures.

Purpose of Sustainability, ESG, and Data Security Reporting



Sustainability

In a world characterized by resource limitations and environmental challenges, our commitment to sustainability is not just a choice; it's an imperative. As a responsible corporate citizen, we recognize our duty to minimize our ecological footprint and contribute to a healthier planet. By transparently sharing our sustainability practices and progress, we aim to inspire others in our industry and beyond to embrace more sustainable practices. We measure and monitor our sustainability practices to ensure that our operations are in harmony with environmental conservation. Tracking our progress allows us to identify areas for improvement, set ambitious targets, and continuously refine our strategies. By being accountable for our ecological impact, we aim to contribute to a sustainable future for generations to come.



ESG

We understand that a company's success is intertwined with its impact on society and the environment. Our ESG initiatives underline our holistic approach to business, emphasizing Environmental stewardship, Social responsibility, and sound Governance practices. Through comprehensive reporting, we aim to showcase how our ESG efforts align with our core values and contribute positively to the communities we serve. Measuring and monitoring our ESG efforts provides us with insights into the effectiveness of our initiatives across various dimensions. This information enables us to refine our approaches, engage stakeholders more effectively, and drive positive change. Transparent reporting showcases our commitment to ethical conduct and sustainable practices, fostering trust among our partners, clients, and employees.



Data Security

In today's digital landscape, safeguarding sensitive information is paramount. As a company entrusted with handling IT assets and data, we recognize the critical importance of data security and privacy. By openly sharing our data security protocols and practices, we reinforce our commitment to maintaining the highest standards of confidentiality and protection for our clients and stakeholders. Data breaches can have far-reaching consequences, impacting individuals, organizations, and even economies. By rigorously measuring and monitoring our data security measures, we demonstrate our commitment to upholding the highest standards of cybersecurity. Our transparent approach not only builds trust but also helps us adapt swiftly to emerging threats and maintain the confidentiality of sensitive information.

In the subsequent sections of this report, we delve into the specifics of our ESG initiatives, carbon footprint reduction strategies, circular economy practices, and more. Through this comprehensive account of our efforts, we invite you to join us on our journey towards a sustainable, ethical, and secure future.



Choosing ITAD Tech as your ITAD collaborator signifies opting for a seamless, secure, and sustainable approach to managing your IT assets.



Executive Message

Dear Valued Reader,

2025 was a benchmark year for ITAD Tech in so many ways. Reading this report I am delighted to share with you are remarkable achievements from 2025 and share insights into 2026 and beyond for ITAD Tech in the realms of Sustainability, ESG, and Data Security. As we reflect on the past year, we are filled with a sense of pride and gratitude for the progress we have made in these critical areas. Our commitment to excellence has driven us to lead the industry and create a lasting positive impact on our world.



Sustainability

In 2025, we reaffirmed our dedication to minimizing our environmental footprint. Our carbon footprint reduction initiatives led to an impressive 21% decrease in our emissions compared to the previous year. Through strategic partnerships, investments in renewable energy, and optimized logistics, we have demonstrated that sustainable practices can drive meaningful change. These achievements reinforce our role as pioneers in fostering a greener future.



ESG

Our unwavering commitment to Environmental, Social, and Governance principles has propelled us to new heights. We expanded our community engagement programs, positively impacting the lives of over 350 individuals through initiatives focused on education, skill development, and environmental awareness, through hardware donations. Our diverse and inclusive workforce continues to drive innovation, shaping a culture that values every individual's contribution. Furthermore, our governance practices have been recognized as exemplary, setting benchmarks for ethical conduct and accountability.



Security

In an era of escalating cyber threats, our dedication to safeguarding sensitive information remains unshaken. I am delighted to share that our robust data security measures led to zero data breaches in 2025. Our stringent protocols, regular employee training, and cutting-edge cybersecurity technologies have solidified our position as a fortress of trust for our clients. We understand that data security is not just a requirement but a fundamental obligation to our partners and stakeholders.

These achievements underscore our commitment to pioneering practices that redefine industry standards. ITAD Tech is not merely a company; we are a force for positive change. As we move forward, we remain resolute in our determination to:





1

Elevate Sustainability: We will continue to innovate and implement strategies that drive our carbon footprint lower and contribute to a healthier planet.

2

Advance ESG Initiatives: Our dedication to social responsibility and ethical governance will remain at the heart of our operations, amplifying our impact on communities and stakeholders.

3

Fortify Data Security: Our unyielding focus on cybersecurity will evolve with the changing threat landscape, ensuring that trust and confidentiality remain hallmarks of ITAD Tech.

In closing, I extend my heartfelt gratitude to our employees, clients, partners, and stakeholders for their unwavering support. Our journey is a shared one, and together, we are shaping a more sustainable, equitable, and secure future. As we embark on the path ahead, I invite you to explore this report and witness firsthand how ITAD Tech continues to set new benchmarks, inspire change, and lead the way.

With sincere gratitude,

Andrew Armour
President, ITAD Tech

Countries Impacted



Countries Impacted:

26

International Partners:

12

Fortune 500 Clients:

31

Environmental Compliance Violations:

0

Data Security Compliance Breaches:

0



Number of Employees: **36**

Training Hours per employee: **48**

Landfilled: **0LBS**

IT Equipment Collected: **7.2M LBS**

Devices Processed: **649,774**

Carbon Footprint

Measurement Methodology:

At ITAD Tech, we take a comprehensive and data-driven approach to understanding and managing our carbon footprint. Our methodology includes real-time tracking across multiple operational areas, from energy use and logistics to employee commuting patterns and partner supply chains. In 2025, we enhanced our data management system to provide deeper analytics, enabling us to measure the environmental impact of every major process, including office operations, transport, and vendor partnerships. These insights have allowed us to refine strategies and drive measurable results across all emission categories.

Scope 1 (People Emissions):

While traditional Scope 1 reporting focuses on fleet activity, ITAD Tech has expanded this definition to include the emissions generated by our people, from commuting to daily operational energy use. To reduce this footprint, we introduced a flexible hybrid work model that cut commuting-related emissions by 40%, gave access to electric vehicle charging stations to support employee adoption of EVs, and launched a company-wide "Green Commute" incentive program. Combined, these efforts have reduced employee-related emissions by an estimated 22% compared to our 2023 baseline, while supporting healthier, more balanced work habits.

Scope 2 (Facility Emissions):

We are proud to report that our facilities continue to operate on 100% renewable energy sources, maintaining the commitment first achieved in 2023. Through partnerships with certified green energy providers and ongoing investments in solar infrastructure, ITAD Tech has eliminated all direct Scope 2 emissions. Our renewable energy use not only reduces our environmental footprint but also reinforces our leadership in sustainable ITAD facility operations.

Scope 3 (Partner Emissions):

Representing the largest share of our carbon impact, Scope 3 emissions, those generated by our extended network of logistics & downstream partners, have seen a 27% reduction in 2025. This achievement was made possible through collaboration with key vendors who share our sustainability goals. Together, we introduced alternate-fuel transport, utilized advanced route analytics, & deployed AI-powered load & idle-time efficiency modeling, reducing waste & optimizing every mile traveled. By aligning with partners that prioritize cleaner operations & smarter logistics, we've extended our sustainability standards throughout the entire supply chain.

Emission Reduction Initiatives:

Our "Green ITAD" initiative continues to drive meaningful operational improvements. In 2025, we implemented facility-level automation to regulate HVAC and lighting systems based on real-time occupancy data — leading to a 31% reduction in facility energy consumption compared to the prior year. These advancements demonstrate that sustainability and operational efficiency can go hand in hand, driving both cost savings and carbon reduction.

Renewable Energy Leadership:

As part of our long-term renewable strategy, we remain committed to continuous innovation. This year, ITAD Tech expanded its solar feasibility program, evaluating installation opportunities across our largest facilities. The project aims to generate up to 25% of total site energy from on-site renewables by 2027, further strengthening our carbon-neutrality roadmap.



Our carbon management efforts continue to evolve with precision and accountability. By combining data analytics, responsible partnerships, and renewable innovation, ITAD Tech remains at the forefront of sustainable IT asset disposition — setting the benchmark for transparency, progress, and measurable environmental impact



ESG (Environmental, Social, and Governance):

Environmental Initiatives:

At ITAD Tech, our commitment to environmental sustainability is evident through initiatives like our "Green Office" campaign. In 2022, we launched this campaign to transform our workplaces into eco-friendly environments, and this campaign has been extremely successful through 2025. We encouraged employees to adopt energy-saving practices, such as turning off lights and computers when not in use. One major side benefit of the campaign was employees bringing it home and implementing it on their own.



Green Office Campaign



Community Tech Training



Ethics Compliance Oversight

We take pride in our commitment to curbing electronic waste.

Social Initiatives:

In 2025 we focused our initiatives on local charities that focus on the training and educating the future of the tech industry. By giving our time and resources we are working to ensure that the focus on the people of our community are prepared to have a positive impact in the tech industry whether it be in the design or repair and refurbishment of electronics. In conjunction with this new initiative, we continued to support programs that put refurbished equipment into the hands of individuals that may not have had the means to obtain needed electronic equipment.

Governance Initiatives:

Our Ethics, Safety, and Compliance Committee upheld the highest standards of business conduct. This committee, composed of board members and senior executives, ensures that our operations adhere to strict ethical guidelines and safety protocols. Regular assessments and audits are conducted to identify potential risks and areas for improvement.

These initiatives collectively reflect our holistic commitment to ESG principles. As we continue to advance, we remain steadfast in our pursuit of environmental stewardship, social impact, and ethical governance. These endeavors not only define our corporate identity but also position us as an industry leader that sets new benchmarks for responsible business practices.



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Circular Economy Approach

Product Lifecycle Management:

ITAD Tech's circular economy approach encompasses the entire lifecycle of IT assets, from procurement to disposal. Our 'Managed Deployment' service offer made available in early-2022 has continued through 2025 with tremendous results. This service offers a streamlined solution for clients to manage the entire lifecycle of their IT assets. From initial procurement, where clients can choose specifications, to imaging, to ongoing maintenance and eventual disposal, our Managed Deployment service ensures responsible practices at every stage.

For instance, a client seeking to upgrade their IT infrastructure can utilize our service to select devices with longer lifespans and modular components, reducing the need for frequent replacements. As these assets reach the end of their usable life, our service facilitates seamless recycling or refurbishment, minimizing electronic waste and maximizing resource efficiency. This holistic approach exemplifies our commitment to a circular economy, where products are designed, used, and repurposed with sustainability in mind.

By offering a comprehensive solution that integrates responsible sourcing, usage, and end-of-life management, our circular economy approach creates value for clients while significantly reducing environmental impact.



Refurbishment and Resale Programs:

Our commitment to the circular economy is further evident through our refurbishment and resale programs. In 2025, we successfully refurbished and resold over 649,774 IT devices, diverting them from landfills and reducing the demand for new manufacturing. Through meticulous testing, data sanitization, and cosmetic improvements, we ensured that these devices met the highest quality standards before being reintroduced to the market. This approach not only minimized electronic waste but also provided affordable and reliable technology options for a diverse range of clients.



649,774

**IT Devices
Refurbished & Resold**



43%

Increase in recycling

Materials Recycling and Upcycling:

We believe that responsible disposal of electronic waste is essential. In 2025, we continued to partner with only certified e-waste recycling facility to ensure that components and materials that couldn't be refurbished were properly recycled. For instance, we extracted precious metals from discarded circuit boards, preventing resource depletion and minimizing the environmental impact of electronics manufacturing. Additionally, we explored innovative upcycling projects, transforming obsolete IT components into artistic installations for local community centers, showcasing the creative potential of repurposed technology.

Collaboration with Suppliers:

Our circular economy approach extends beyond our operations through collaboration with suppliers. In 2025, we worked closely with our hardware suppliers to encourage sustainable design and manufacturing practices. By engaging in dialogue about eco-friendly materials and streamlined packaging, we contributed to the reduction of waste generation at the source. This collaboration underscores our commitment to driving systemic change within the industry, influencing sustainable practices from the inception of products.

As we continue to champion the circular economy, ITAD Tech remains at the forefront of driving innovation, reducing electronic waste, and demonstrating the economic and environmental benefits of a circular approach. Through these initiatives, we aim to reshape the IT industry's approach to resource management and inspire others to adopt circular economy principles.

Data Security and Privacy

Data Sanitization Procedures:

At ITAD Tech, safeguarding data security and privacy is paramount. Our data sanitization procedures adhere rigorously to the R2v3 Standard and NIST800-88 R1 guidelines, ensuring that sensitive information is irreversibly removed from IT assets. We leave no room for data breaches by employing secure wiping methods that render data completely unrecoverable. Our commitment to compliance is not just a matter of policy; it's embedded in our practices.

State-of-the-Art Software Investments:

To uphold the highest standards of data sanitization and verification, we've made significant investments in state-of-the-art software. In 2025, we introduced cutting-edge data erasure tools that utilize advanced algorithms to thoroughly wipe data from devices while maintaining compliance with R2v3 Standard and NIST800-88 R1 guidelines. ITAD Tech now also aligns with NIST 800-88 Rev. 2 and IEEE 2883 (release in September 2025), ensuring the most current, recognized protocols. These tools enable us to securely erase data from various media types, including hard drives, solid-state drives, and mobile devices without drive removal. This has saved us time and automates the sanitization process, leaving no room for human error.



Data Sanitization and Verification within Compliance:

Our data sanitization process is a multi-step endeavor. When a client's IT assets reach their end-of-life, our experts initiate a secure data wiping process that adheres to the R2v3 Standard and NIST800-88 R1 and R2 guidelines. This ensures that no trace of sensitive information remains on the devices. Subsequently, our state-of-the-art software conducts thorough verification, assessing whether the data sanitization process has been successful. Only when devices meet our stringent verification criteria are they deemed ready for refurbishment, resale, or recycling.

Our adherence to compliance standards extends beyond the data sanitization process. We maintain meticulous records of each step, providing clients with comprehensive reports that offer full visibility into the data sanitization and verification process. These reports serve as proof of our commitment to data security and compliance, instilling confidence in our clients that their sensitive information is handled with the utmost care and professionalism.

By integrating NIST800-88 R2-compliant procedures and cutting-edge software, we create a fortress of data security that not only meets industry standards but sets a benchmark for excellence. Our dedication to data security ensures that clients can trust us with their most sensitive information, knowing that it is handled responsibly, ethically, and securely.



We are committed to the complete sanitization/destruction of any client electronic data, safeguarding the environment, protecting our customer's brand and offering a premiere value asset recovery for a superior return on investment. Our e-cycling approach provides flexible and environmentally correct solutions for our customers giving them protection and peace of mind.



R2v3 Certification and Compliance

Explanation of R2v3 Certification:

ITAD Tech takes immense pride in our R2v3 certification. This certification is a testament to our commitment to responsible electronics recycling and data security practices. R2v3 is a globally recognized standard that outlines best practices for the safe and environmentally sound management of used electronics. It encompasses a range of requirements, including data security, environmental protection, and corporate responsibility, aligning perfectly with our mission and values.

Compliance with R2v3 Standards:

Our adherence to R2v3 standards is unwavering. Every step of our IT asset disposition process is meticulously designed to align with the requirements laid out in the R2v3 certification. From secure data sanitization and environmentally conscious recycling to ethical labor practices, our operations reflect the essence of R2v3 principles. In 2025, we successfully underwent a comprehensive R2v3 surveillance audit and are preparing for our re-certification audit in 2027, showcasing our continued commitment to the highest industry standards.

Continuous Improvement Efforts:

While achieving R2v3 certification is a significant milestone, we understand that maintaining excellence is an ongoing journey. We have established internal processes for continuous improvement, which involve regular assessments of our procedures to identify areas for enhancement. In 2025, our data security protocols underwent a thorough review, resulting in the implementation of new technology to handle the ever-changing devices being put into circulation. These proactive measures demonstrate our dedication to staying ahead of emerging challenges and consistently meeting R2v3 standards.

By upholding R2v3 certification and maintaining strict compliance, we showcase our dedication to responsible electronics recycling, data security, & ethical business practices. Our commitment goes beyond obtaining a certification, it's about embedding these principles into the core of our operations and setting a benchmark for the industry to follow.



Performance and Impact

1

Carbon Footprint Reduction Metrics:

Our commitment to reducing our carbon footprint is reflected in quantifiable metrics that measure our progress. Through our continuous efforts to optimize energy consumption, transition to renewable sources, and enhance operational efficiency, we achieved an 8% reduction in our carbon emissions compared to our baseline year. These metrics demonstrate our dedication to mitigating climate change and promoting sustainable practices within our operations.

This is equivalent to greenhouse gas emissions from:

365	gasoline-powered passenger vehicles driven for one year	738,794	miles driven by an average passenger vehicle
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This is equivalent to CO₂ emissions from:

290,003	gallons of gasoline consumed	265,772	gallons of diesel consumed
8,900,298	pounds of coal burned	394	barrels (bbls) worth of gasoline
368	homes' energy use for one year	547	homes' electricity use for one year
18	barrels worth of coal burned	8,071	barrels of oil consumed
120,191	propane cylinders used for home barbecues	0.0006	coal-fired power plants in one year
0.001	natural gas-fired power plants in one year	292,498,536	smartphones charged

This is equivalent to greenhouse gas emissions avoided by:

603	tons of waste recycled instead of landfilled	124	garbage trucks of waste recycled instead of landfilled
128,038	wash bags of waste recycled instead of landfilled	1.38	wind turbines running for a year
98,728	incandescent lamps switched to LEDs		

This is equivalent to carbon sequestered by:

42,578	tree seedlings grown for 40 years	3,138	acres of U.S. forests in one year
17.06	acres of U.S. forests preserved from conversion to cropland in one year		

2

ESG Performance Indicators:

Our ESG initiatives are gauged using performance indicators that illustrate our impact on environmental conservation, social responsibility, and governance practices. For example, the number of community engagement hours contributed by our employees through volunteer initiatives increased by 21% in 2025. Similarly, the decrease in employee turnover by 80% showcases our commitment to fostering an inclusive and supportive work environment. These indicators serve as tangible evidence of our holistic approach to business and the positive influence we exert on diverse aspects of society.

3

Circular Economy Impact Metrics:

Our circular economy efforts are measured through metrics that highlight the effectiveness of our refurbishment, recycling, and upcycling programs. In 2025, the quantity of electronic waste diverted from landfills through our recycling initiatives increased by 15%. The resale of refurbished devices also generated 14% of revenue that was reinvested in our circular economy initiatives. These metrics underscore our dedication to minimizing waste and maximizing resource efficiency, contributing to a more sustainable and responsible industry.

4

Data Security Effectiveness:

The effectiveness of our data security measures is reflected in metrics that showcase our adherence to compliance standards and our success in preventing data breaches. In 2025, our compliance with the data sanitization processes of R2v3 were audited and verified to be in compliance with the standards. Additionally, our state-of-the-art software achieved a 100% success rate in data sanitization and verification processes. These metrics demonstrate our commitment to maintaining the highest standards of data security and privacy for our clients and partners.

By consistently tracking these performance metrics, we ensure accountability, transparency, and continuous improvement across all aspects of our operations. These quantifiable results not only validate our efforts but also guide our future strategies as we strive to push the boundaries of sustainability, ESG, circular economy, and data security.

Stakeholder Engagement

Engagement with Customers:

At ITAD Tech, our engagement with customers goes beyond transactions – it's about building relationships based on trust, transparency, and shared values. With our certification to the ISO 9001 standard customer satisfaction and feedback is key to providing services to our clients. In 2025, the feedback from sessions with our customers enabled us to adapt and change where needed. This direct dialogue has continuously helped in identify areas for improvement, resulting in enhanced customer satisfaction scores and the launch of new service features tailored to meet their evolving needs. By actively seeking and acting upon customer input, we demonstrate our commitment to customer-centricity and continuous enhancement.

Collaboration with Suppliers:

Our suppliers are crucial partners in our journey towards sustainability and responsible practices. In 2025, we strengthen our supplier sustainability assessment program, evaluating our suppliers' environmental, social, and governance practices. Through this program, we collaboratively identify opportunities for sustainable sourcing, ethical conduct, and shared value creation. By engaging our suppliers in our commitment to responsible practices, we extend our sphere of influence and drive positive change throughout the supply chain.

Interaction with Local Communities:

We recognize that our impact extends beyond our immediate operations. In 2025, our efforts to engage with local communities were exemplified by our giving of time and finances to several area charities that focus on the training in electronics repair. Being able to utilize our company's and employees expertise we assist in the improved training and education of future tech based roles. These initiatives reflect our dedication to being a responsible corporate citizen and actively contributing to the betterment of the communities we serve.

By engaging with customers, collaborating with suppliers, and interacting with local communities, we transcend the boundaries of traditional business and embrace a holistic approach to sustainability. Our stakeholders are not just observers; they are integral to our journey, providing valuable insights, partnerships, and opportunities for positive change.

Future Goals and Roadmap

Carbon Neutrality Target:

Looking ahead, our commitment to combatting climate change is steadfast. We have set a bold goal to achieve carbon neutrality by 2035. This ambitious target drives us to explore innovative solutions, such as increased renewable energy integration, enhanced energy efficiency, and the offsetting of unavoidable emissions. Our journey towards carbon neutrality not only aligns with global climate goals but also underscores our determination to lead by example in the ITAD industry.

CARBON NETURAL BY 2035

Enhanced Circular Economy Initiatives:

In our pursuit of sustainability, our circular economy initiatives are poised for expansion. By 2025, we aim to increase the percentage of refurbished devices in our product offerings by 20%, continue to divert 100% of electronic waste from landfills, and achieve 50% revenue generation from circular economy activities. These targets push us to continually innovate in our recycling and refurbishment processes, forging a circular path that maximizes resource efficiency and minimizes waste.

Strengthened Data Security Measures:

As the digital landscape evolves, so do the challenges of data security. Our commitment to protecting sensitive information remains resolute. By 2028, we will implement advanced AI-driven threat detection systems and invest in continuous employee training to ensure cybersecurity remains at the forefront of our operations. These measures will fortify our defenses against emerging threats, enabling us to provide an even more secure environment for our clients' data.

Our future goals represent our unwavering dedication to pushing the boundaries of sustainability, circular economy practices, & data security. In 2026 we look forward to strengthening our future goals and setting new goals to reach. As we embark on this journey, we invite you to join us, witness our progress, and collaborate in shaping a future where responsible practices are not just a goal, but a standard we all strive to achieve.

Say Hello..

ITAD Tech is here to provide you with more information, answer any questions you may have, and create an effective solution for your needs.

Get In Touch



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