TES
Sustaining Tomorrow

Our journey to
sustaining
tomorrow

2021 Sustainability Report

Contents

TES is about its people – the people who are responsible for the work we do in sustaining tomorrow.

When I started TES many years ago, I never imagined the positive impact we could have on people and the environment. A Singapore-based company with just a handful of sites in Asia has grown to become a global leader in sustainable lifecycle management. It is about having a vision, a purpose and taking care of a close-knit team to deliver enduring value for everybody we engage with.

There is a long road to travel yet, with much to do. We will not rest on our laurels. The effects of the Covid-19 pandemic, and the ever-present risk of climate change, demonstrate how fragile the world and our society are.

We must take responsibility for our people, sustainable operations and care for the planet and everything that lives on it.

We will continue to work together to lift sustainability standards and communicate our progress to our investors, customers, regulatory bodies as well as to our people and the local communities in which we work and live.

I'm proud to share with you this 2021 Sustainability Report and hope that you find it to be insightful as to the work we have done so far, and what comes next for TES.

Yours in sustainability,

Terence Ng

**Terence Ng
Founder and Executive Chairman
TES Group**

It is a pleasure to share with you our 2021 Sustainability Report.
This is our fourth report of its kind, and it details the actions we are taking towards sustaining tomorrow across our 42 facilities in 21 countries.

Plenty has happened in 2021. The impact of Covid-19 continues to cause significant disruption to the operation of the Company, but we have gone from strength to strength. We continued our investments in batteries and plastics, increasing our ability to provide circular economy solutions. We opened new sites in Italy, Spain, Sweden, the UK, Thailand, and the Netherlands at the Port of Rotterdam. Throughout 2021, we have increased our focus on risk, governance, and planning so we can develop greater resilience.

We have further invested in people throughout the business. Notably, in our senior leadership team, we have added a Chief Operating Officer, Chief Human Resources Officer, and a Chief Sustainability Officer. This is to drive a rapid maturation mindset via the adoption of new policies and processes that improve the outcomes for our business, our client's businesses and, ultimately, to reinforce our aim to protect, preserve, and provide by sustaining tomorrow.

The implementation of an Environment, Social and Governance (ESG) software solution – Sustainion – to enable us to more accurately and frequently measure our performance is a critical milestone for accelerating action to reduce our negative impacts on people and the environment. Through our Sustainability Council, we are integrating sustainability into every facet of our business with ongoing training and development to raise environmental, human resource and governance policies and practices.

In late 2021, we joined the UN Global Compact and committed to communicating our progress on human rights, environment, labour, and anti-corruption. We will share information demonstrating our support for the 10 principles of the UN Global Compact with our stakeholders commencing in the 2022 reporting year.

With ongoing growth and change, we will continue to evolve, innovate, and lead. Goals and initiatives will change, as will our targets and baselines. We will be more ambitious, especially on climate change.

We are not just circular economy leaders in our industry. We are example setters who disclose our ESG impacts (both positive and negative) which follow the spirit and intent of making a difference to the environment and society.

Thank you for being a part of our sustainability journey, and we look forward to your ongoing partnership in sustaining tomorrow.

Gary Steele

Gary Steele
Chief Executive | TES Group

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Sustainability snapshot

Report representation

21 countries

42 sites

94.9% TES workforce

Business sustainability

C CDP reporting score

21.4% Business growth

Protect – Data security

0 Data leakage incidents

185 audits conducted

Preserve – The environment

1 Environmental compliance breach

96.7% Reuse and recycling rate

59,973GJ Total energy consumption

6,388MT Total scope 1 and 2 greenhouse gas emissions

94,639MT Total volumes processed

Provide – Our people

29.6% Females in leadership positions

26,829 Hours of training delivered

Health and safety

0 Regulatory non-compliance

88% Recycling operation sites health and safety systems certified

40 Recordable incidents

24 Lost-time incidents

10.81 Total Recordable Incident Frequency Rate (TRIFR)[1]

6.48 Total Lost Time Incident Frequency Rate (TLTIFR)[1]

[1] per million hours of work.

About this report

This 2021 Sustainability Report includes performance data for all 42 TES operational sites[2] operating in 2021 and references the Global Reporting Initiative (GRI) framework and standards.

The indicators adopted are detailed in the 'GRI Content Index' section of this report. The scope of our reporting does not include our partners, joint ventures, or operations outside of our operational control.

TES is a private company disclosing publicly our efforts to protect, preserve and provide for people and the planet. We strive to be transparent in reporting any material topic where we have an economic, environment or social impact.

2021 marks the fourth successive year of reporting demonstrating our commitment to sustainable development with improvements to our systems, processes, communication, and stakeholder engagement. Despite the ongoing effects of the Covid-19 pandemic resulting in operational disruptions, TES continues to grow to further cement our position as global leaders in sustainable lifecycle management. We endeavour to lead our industry and progress toward foundational reporting principles of GRI which enable investors, employees, customers, and society to make informed decisions based on our sustainability efforts.

[2] 36 entities operating 42 sites.

The report covers the period 1st January to 31st December 2021, in line with our financial reporting year and includes all controlled operating entities of TES-AMM Singapore Pte Ltd as listed below:

1. TES-AMM (Singapore) Pte Ltd.
2. TES Sustainability Products Pte Ltd.
3. TES-AMM Australia Pty Ltd.
4. TES-AMM (Cambodia) Co. Ltd.
5. TES-AMM (H.K) Ltd.
6. TES-AMM (Suzhou) E-waste Solutions Co. Ltd.
7. TES-AMM (Guangzhou) Co. Ltd.
8. Shanghai TES-AMM Waste Products Recycle Co. Ltd.
9. TES-AMM Corporation China Ltd.
10. TES-AMM (Beijing) Co. Ltd.
11. TES-AMM SAS
12. TES Recupyl SAS
13. Integrations and Services
14. TES-AMM Central Europe GmBH
15. PT TES-AMM Indonesia
16. TES-AMM Italia SRL
17. TES-AMM Japan K.K.
18. TES-AMM (Malaysia) Sdn. Bhd.
19. TES-AMM New Zealand Ltd.
20. TES-AMM Philippines Inc.
21. TES-AMM Korea Inc.
22. TES-AMM Espana Asset Recovery and Recycling SL
23. TES Total Environmental Solutions AB
24. TES-AMM (Taiwan) Co. Ltd.
25. Total Environmental Solutions Co. Ltd. (fka TES-AMM (Thailand) Co. Ltd.)
26. TES-AMM (Europe) Ltd.
27. TES-AMM UK Ltd.
28. VSL Support Ltd.
29. Stock Must Go Ltd.
30. Technology Supplies International Ltd.
31. TES Consumer Solutions Ltd.
32. TES USA Inc.
33. TES-AMM (Vietnam) Company Ltd.
34. TES B Pte Ltd.
35. TES Sustainable Battery Solutions GmbH
36. TES Sustainable Battery Solutions B.V.

Re-statements of information

We remain committed to reporting our sustainability performance annually and consistently, improving our data and information collection processes to ensure better quality data and insights.

In 2021, the Company moved to utilise emission conversion factors published by the UK Department for Environment, Food & Rural Affairs (Defra) instead of factors published by the US Environmental Protection Agency (EPA).

The change was adopted primarily because Defra contained more specific conversion factors for electronic waste categories than that of the US EPA. In sample analysis the estimate of differences of either was less than 5% and was deemed not significant enough to influence information-user decision making.

Additionally, the Company adopted a change in methodology to capture volumes in kilograms at the time in which it was sent out of our facilities. Past year volume calculations included what was processed, stored in inventory and sent out of TES sites. which inflated volumes by around 10,000 tonnes.

The revised estimated tonnages processed in 2020 has been adjusted to 97,655 tonnes, which was around 10% less than what was reported in last year's Sustainability Report. This difference is significant and affects calculations of recycling rates and Scope 1 and 2 greenhouse gas emissions targets.

External assurance
Currently, TES does not have a policy or practice for seeking external assurance, although we acknowledge this is needed in future years. Further assessment by TES' Sustainability Council will occur within the next year to consider the scope, timing and resourcing required.

Our vision, mission and strategy

At TES, our vision is to be a global sustainability leader. We are committed to "sustaining tomorrow" because we believe our future is linked to the success of people and our planet.

Since our formation in 2005, TES has grown to become the global leader in sustainable lifecycle management, with bespoke solutions that enable our clients to reduce, re-use and recycle assets, including IT and batteries. We understand the common challenges faced when managing assets through their lifecycle and the benefits of providing value added solutions that maintain compliance with local and international data protection, security, environmental and industry regulations.

As a private company, majority owned by Navis Capital Partners[3], with headquarters in Singapore, TES processes millions of devices annually through 42 sites in 21 countries. We service some of the largest brands in the world including original equipment manufacturers (OEM), blue-chip multinational companies, hyperscale cloud providers, financial and leasing businesses and electric vehicle manufacturers.

TES delivers outstanding value for clients, employees, stakeholders, and the global community. We maximize resource and value recovery, protect data and intellectual property, mitigate regulatory and business risk and support circular and low carbon economy ambitions through investments in projects, facilities, capabilities, people, certifications, and systems.

We are passionate drivers of true end-to-end services in owned and operated locations, which sets us apart and establishes TES as a preferred lifecycle management partner for global organisations. As a sustainable organisation we are constantly making change, investing in R&D projects, and setting examples to influence industry, partners, suppliers, customers, the community, and our people.

Our Mission is to make a decade of difference – to securely, safely and sustainably transform and re-purpose 1 billion kilograms of assets by 2030.

[3] In 2022, TES was acquired by SK Ecoplant.

Our vision, mission and strategy

Our strategy is to Protect, Preserve and Provide:

Protect — the privacy, brand, intellectual property, data and trust of our customers

Preserve — our natural environment, and the use of scarce resources

Provide — a safe, diverse and inclusive workplace and community for people to thrive

Our mission and strategies are underpinned by our SUSTAIN values:

Safety — We build safe environments, from both the physical and emotional perspectives

Understanding — We demonstrate respect and empathy for others, building relationships which are mutually beneficial

Service — We assist, empower and support each other and our customers

Teamwork — We celebrate each other's value and recognize the power of working together

Attitude — We focus on the positives, and the things that matter most

Integrity — We always do the right thing and do what we say

Never give up — We build resilience and perseverance by learning from success and failure

Seattle

Washington DC

Atlanta

Jönköping

Glasgow

Birmingham (2)

Cannock

Crewe

Hatton Cross

Paris

Senonches

Port of Rotterdam

Recklinghausen

Herten

Grenoble

Milan

Madrid

Baillagues

Montpellier

Seoul

Beijing

Suzhou

Guangzhou

Hongkong

Hanoi

Bangkok

Phnom Penh

Penang

Johor Bahru

Jakarta

Tokyo

Shanghai

Taipei

Manila

Ho Chi Minh

Singapore (2)

Brisbane

Sydney

Melbourne

Auckland

No.	Region or Country	TES Sites	QEHS 9K, 14, 45	R2 R2	ISMS 27K
1	Australia	Sydney	Y	Y	N
2	Australia	Melbourne	Y	Y	N
3	Australia	Brisbane	Y	Y	N
4	Cambodia	Phnom Penh	Y	N	N
5	China	Shanghai	Y	Y	Y
6	China	Beijing	Y	Y	N
7	China	Suzhou	Y	N	N
8	China	Guangzhou	Y	Y	N
9	France	Baillargues	Y	N	Y
10	France	Paris	Y	N	Y
11	France	Senonches	Y	Y	Y
12	France	Grenoble (Recupyl)	N	N	N
13	Germany	Recklinghausen	Y	Y	Y
14	Germany	Herten	Y	Y	Y
15	Hong Kong SAR	Yip Cheong St	Y	Y	N
16	Hong Kong SAR	On Luk Mun St	Y	Y	N
17	Indonesia	Jakarta	Y	N	N
18	Italy	Milan	Y	N	N
19	Japan	Tokyo	Y	Y	Y
20	Malaysia	Johor Bahru	Y	N	N
21	Malaysia	Penang	Y	N	N

No.	Region or Country	TES Sites	QEHS 9K, 14, 45	R2 R2	ISMS 27K
22	Netherlands	Rotterdam	N	N	N
23	New Zealand	Auckland	Y	Y	N
24	Philippines	Manila	Y	N	N
25	Singapore	Benoi Sector HQ	Y	Y	Y
26	Singapore	Pioneer Place (TES B)	Y	Y	N
27	South Korea	Seoul	Y	N	N
28	Spain	Madrid	Y	Y	N
29	Sweden	Jonkoping	Y	Y	Y
30	Taiwan	Taipei	Y	Y	N
31	Thailand	Bangkok	Y	N	N
32	UK	Birmingham (TSI)	N	N	N
33	UK	Birmingham (SMG)	N	N	N
34	UK	Cannock	Y	Y (R2v3)	Y
35	UK	Crewe	N	N	N
36	UK	London (Hatton Cross)	Y	Y	Y
37	UK	Glasgow, Scotland (Irvine)	Y	N	N
38	US	Atlanta	Y	Y	N
39	US	Washington D.C.	Y	Y	N
40	US	Seattle	Y	Y (R2v3)	N
41	Vietnam	Hanoi	Y	N	N
42	Vietnam	Ho Chi Minh	Y	N	N

About TES

Since 2005, we have been taking a compliant, secure, and sustainable approach to meeting the technology management needs of organizations all over the world.

Our 1,890 people serve our Clients from global facilities located in Asia, Oceania, Europe and United Kingdom, and the United States of America. TES' unparalleled global footprint and in-country presence means client assets are processed in our facilities. Our in-country presence means we speak the local language, provide real-time support, are immersed in local compliance regulations, and drive down emissions from logistics movements.

This is driven by unmatched levels of consistency. Security, work processes, reporting, value recovery, and compliance are all centralized functions designed to deliver the same reliable results no matter where assets are processed.

Our unrivalled breadth of sustainable lifecycle management solutions are designed to enable our clients to reduce the need for asset replacement, maximising return on investment through transformation, reuse, repurposing, recycling and the recovery of primary materials at end-of-life.

We understand that the reuse of devices and recycled material is critical. The world is over-consuming natural resources and, by 2040, 14% of global annual carbon emissions will come from electronics manufacturing.[4] To meet this challenge, we are committed to developing our climate action plan and to securely, safely, and sustainably re-purpose 1 billion kilograms of assets by 2030.

[4] Lotfi Belkhir, Ahmed Elmeligi (2018) "Assessing ICT global emissions footprint: Trends to 2040 & recommendations" Journal of Cleaner Production.

The UN Sustainable Development Goals

TES has identified four United Nations Sustainable Development Goals (SDG)
that particularly resonate with our objectives, capabilities and ambitions:

Goals and targets from the 2030 Agenda for Sustainable Development	Indicators
Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	
4.4: By 2030, substantially increase the number of youths and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	4.4.1 Proportion of youths and adults with information and communications technology (ICT) skills, by type of skill
Goal 5: Achieve gender equality and empower all women and girls	
5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	5.5.2 Proportion of women in managerial positions
Goal 12: Ensure sustainable consumption and production patterns	
12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	12.5.1 National recycling rate, tonnes of materials recycled
Goal 13: Take urgent action to combat climate change and its impacts	
13.2: Integrate climate change measures into national policies, strategies and planning	13.2.2 Total greenhouse gas emissions per year

Strategies to support the UN SDGs are incorporated into our sustainability plan, which is a living and evolving objective.

Sustaining Tomorrow governance

TES is a privately controlled company, disclosing publicly. We are committed to prudent decision making, accountability, risk management, and maximising performance to develop a sustainable company.
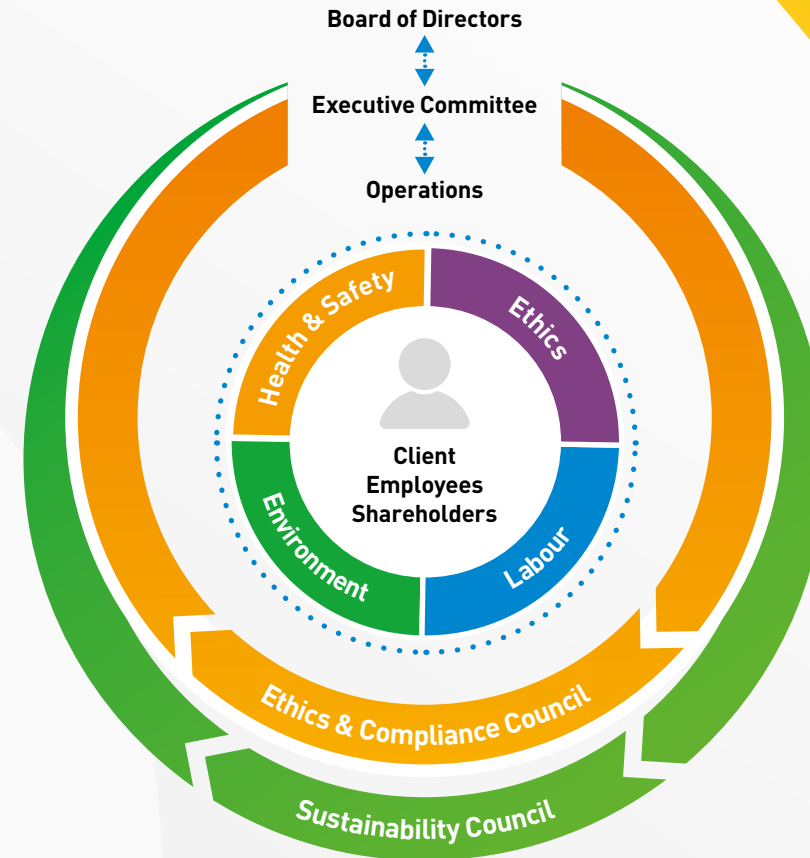
The Board of Directors has established an Executive Committee (Ex-Co) that includes directors, the Chief Executive Officer, and other senior executive leaders. The Ex-Co acts on behalf of the Board, and is the highest governing body, providing organisational direction and oversight of all TES operations.

The Ethics and Compliance Council (ECC), as well as the Sustainability Council (SC), were established by the Ex-Co in 2018 to ensure Environmental, Social and Governance (ESG) commitments and responsibilities are achieved.

Since 2018, focus and resourcing to increase the ECC and SC has resulted in an acceleration of efforts to commit and drive ESG initiatives and change. The Councils are represented by the most senior leaders of the Group representing all aspects of the organisation including:

- Investor Representative
- Chief Executive Officer
- Chief Operating Officer
- Chief Commercial Officer
- Chief Financial Officer
- Chief HR Officer
- Chief Sustainability Officer
- Group Compliance Officer
- VP/Director – Europe
- Group Sustainability Director (Chair)

The Sustainability Council is evenly represented by male and female leaders highlighting gender parity at the highest levels. The Council also has balanced representation from across the three regions of Asia Pacific, the US and Europe.

Board of Directors

Executive Committee

Operations

Health & Safety · Ethics · Environment · Labour

Client Employees Shareholders

Ethics & Compliance Council

Sustainability Council

Stakeholder engagement and materiality

Stakeholder engagement

We launched our vision, mission, and strategy, 'Sustaining Tomorrow' in 2020 in consultation with stakeholders. Through these interactions, the Sustainability Council has identified distinct stakeholder groups to approach to consider materially impacting issues that affect our business, the environment and society.

Our identified stakeholders are:

Clients

Our clients are corporations, IT manufacturing brands, cloud and data centre service providers and governments for whom we deliver services

Local community

We connect with our communities, including schools and non-profit organisations, wherever we operate

Employees

Our diverse workforce across more than 40 geographic locations who deliver services every day

Government

We are responsive to government officials at local, state, and national levels on matters such as licensing, site inspections, regulations and imports and exports of hazardous waste

Industry groups, consultants and associations

We engage with our sector and peers, as well as ICT associations around the world

Investors and shareholders

Our investors are Navis Capital Partners and various minority shareholders who drive the creation of enduring value

Suppliers and downstream vendors

These are third party logistics, recyclers, equipment and maintenance suppliers, and others with whom we work closely day to day

Business partners

Strategic partnerships in geographies that expand the TES service network

Compliance schemes

Waste electrical and electronics or producer responsibility scheme operators whom we may be contracted to deliver recycling services to in certain geographies

Certification bodies and auditors

Independent third-party international standards bodies, certifiers and audit firms assessing quality, environment, health and safety, security, and responsible e-waste recycling practices who we engage typically on an annual basis

Approved asset buyers and agents

Pre-approved buyers of used assets around the world with whom TES trades

Communications to stakeholders

The channels and frequency of communication and feedback vary significantly between stakeholder groups, business activities, location, or level of relationship. TES recognises the importance of consultation with all stakeholders in determining material areas of impact to catalyse change for the better.

Channels of communication historically have been client centric whom we regularly hear from through quarterly business reviews or business-as-usual operations meetings or our annual client survey. Feedback from employees will increase with engagement surveys to be conducted later in 2022 through a third-party provider.

Communication with other stakeholders, such as suppliers, business partners, regulatory bodies, downstream recyclers, requires further development. These groups are important to forming a balanced view of material risks and opportunities for TES.

Content

Our experts have collectively accumulated decades of best-in-class sector experience and expertise within our business, and we impart this knowledge through the content we create. We also communicate business updates and policy changes.

We published an original article more than once a week throughout 2021. The main content types that we create and host on our website include:

- ✓ **TES Insight articles,** covering policies, procedures, best practice, and debunking myths.

- ✓ **TES Resources,** including white papers, webinars, interactive calculators, infographics and videos.

- ✓ **News stories and business updates,** ensuring that the market is up to date with developments as they happen within our business.

- ✓ **Get to know our team articles,** highlighting the people who make TES what it is.

A communications plan is being developed to identify effective channels of feedback, type of communication and data, frequency, and other considerations for each stakeholder group.

Net Promoter Score (NPS)

In 2021, TES started using the Net Promoter Score (NPS)®, a well-known metric used to measure customer loyalty, predict overall company growth and customer lifetime value.

A customer satisfaction survey was sent to our customers, containing a simple question: 'How likely is it that you would recommend TES to a friend or colleague?' In response, customers gave TES an NPS score of 47. Bain & Co, the creator of the NPS system, suggests that NPS scores above 0 are 'good', and above 50 'excellent'.

While this feedback is extremely positive, we will continue to use customer feedback to help improve customer satisfaction by acting upon valuable insights gained about what matters most to customers. And we will continue to deliver these surveys as we look to continually improve in light with our customers' evolving needs.

0

-50

50

**47
NPS**

-100

100
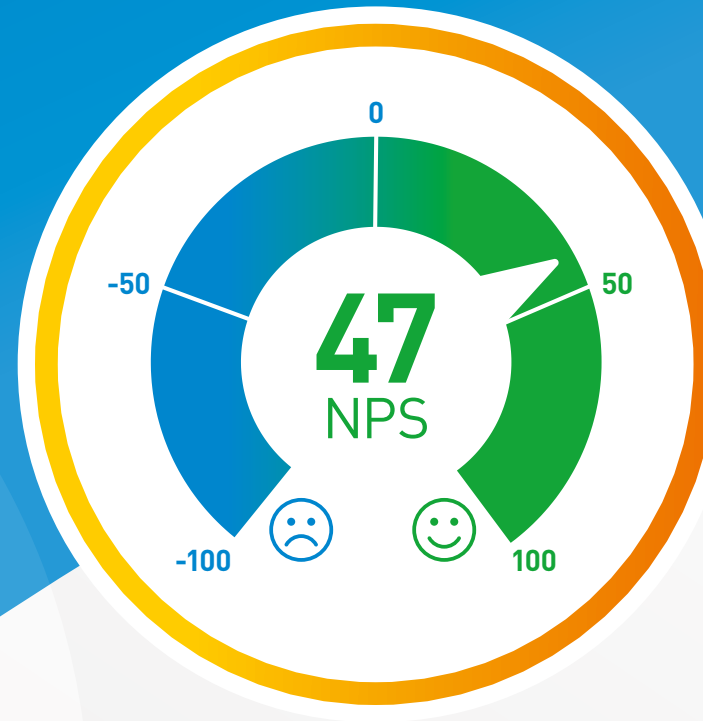
Awards

Singapore Apex Corporate Sustainability Awards

Winner of the Sustainable Solutions – SME category

for TES Sustainable Battery Solutions

The Singapore Apex Corporate Sustainability Awards represent the most prestigious form of recognition for companies in Singapore when it comes to corporate sustainability. The Awards recognise companies whose business operations or solutions have demonstrated excellence in embodying the Ten Principles of the United Nations Global Compact, in the areas of environment, human rights, labour and anti-corruption. The Awards also recognise companies attaining the triple bottom line.

Microsoft Approved Refurbisher (MAR) Award

Winner of the Citizenship & Philanthropy category

for TES Value Recovery

The Microsoft Approved Refurbisher Award for Citizenship & Philanthropy recognizes partners that can demonstrate a growth in MAR licences, specifically within the citizenship segment – supporting philanthropy, charitable organizations, educational institutions and support enterprises with their corporate social responsibility programs during the Covid-19 pandemic.

BIG Awards for Business

Winner of New Product of the Year

for TES Sustainable Battery Solutions

The original open-source awards program, the BIG Awards for Business was first launched in 2012. This diverse industry awards programme offers companies, their products, their people and their tactics a chance to be globally recognized by panels of business veterans and leaders.

Green Apple Environment Awards

Winner of Environmental Best Practice

The International Green Apple Environment Awards were launched in 1994 and have become one of the world's most prestigious recognition campaigns.

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| Protect | Preserve | Provide | Summary of indicators | The path forward | GRI content index | Get in touch

Memberships and affiliations

TES is a member or participant of various global and local industry initiatives and associations, including:
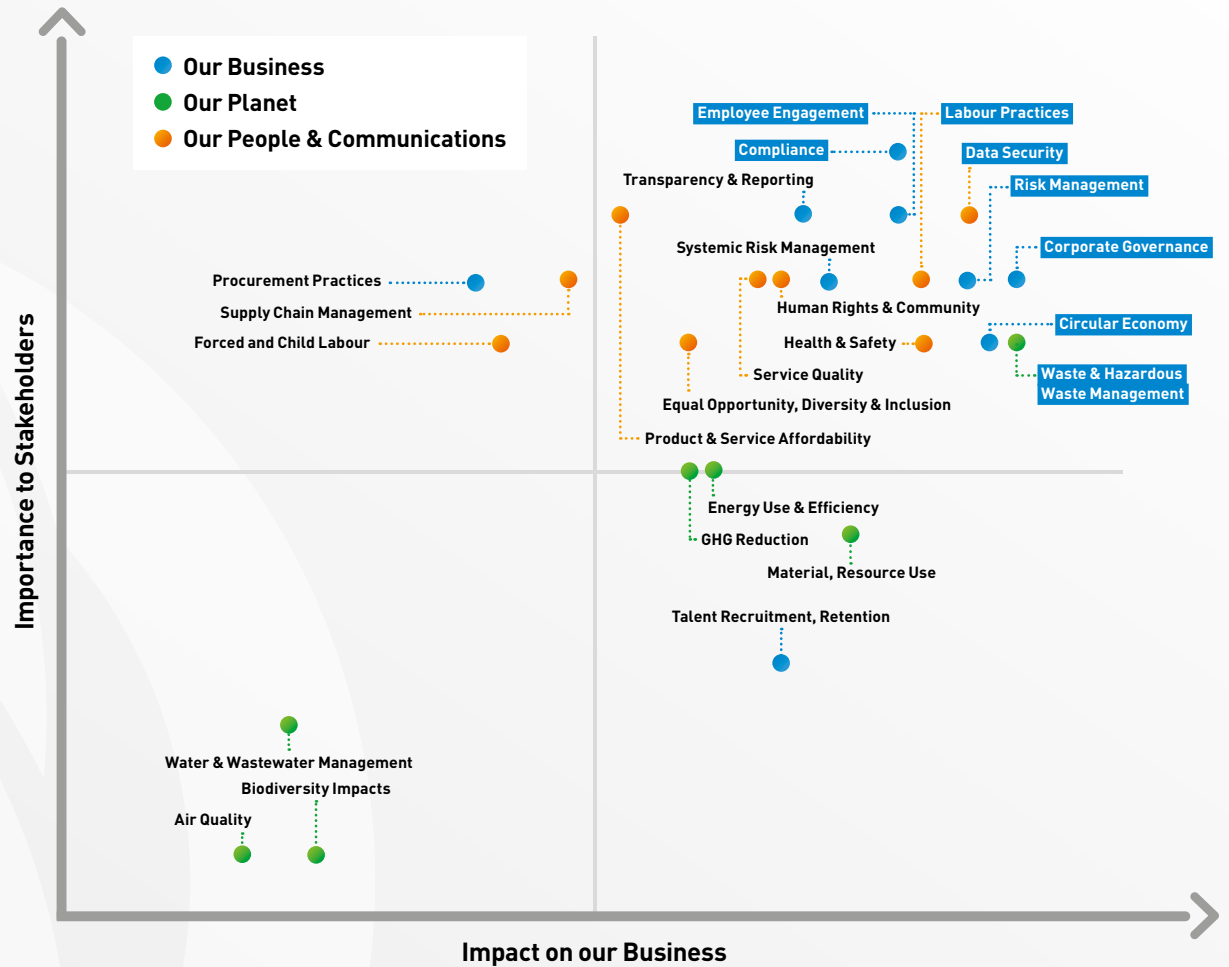
- Australian Battery Recycling Initiative
- Basel Convention Expert Working Group Observers
- Battery Industry Group (New Zealand)
- Battery Stewardship Council (Australia)
- CDP (formerly Carbon Disclosure Project)
- Circular Electronics Partnership
- Circular e-stewards network working group (New Zealand)
- European Battery Alliance EBA250
- Federation of Malaysian Manufacturers
- Global Battery Alliance
- Global Product Stewardship Council (Australia)
- R2 Technical Advisory Group
- UN Global Compact
- Waste Management and Recycling Association of Singapore

Materiality assessment

The 2019 materiality assessment conducted remains our reference of impacts on which to take sustainable action on.

The 2019 assessment considered over 25 areas identified as potentially having an impact on the business and to stakeholders. Surveys of internal and external stakeholders determined the severity and likelihood which informed scoring and priority for the Group to develop targets and initiatives in the over-arching Sustaining Tomorrow strategy. In line with a review cycle, we will conduct another materiality assessment in 2022 to further refine our efforts and approaches.

Our progress in delivering the TES Sustaining Tomorrow strategic plan to Protect, Preserve and Provide is elaborated in the following sections of this report.

Importance to Stakeholders

Impact on our Business

- ● Our Business
- ● Our Planet
- ● Our People & Communications

Employee Engagement
Labour Practices
Compliance
Data Security
Transparency & Reporting
Risk Management
Systemic Risk Management
Corporate Governance
Procurement Practices
Supply Chain Management
Circular Economy
Forced and Child Labour
Human Rights & Community
Health & Safety
Waste & Hazardous Waste Management
Service Quality
Equal Opportunity, Diversity & Inclusion
Product & Service Affordability
Energy Use & Efficiency
GHG Reduction
Material, Resource Use
Talent Recruitment, Retention
Water & Wastewater Management
Biodiversity Impacts
Air Quality

To protect the privacy, brand, intellectual property, data and trust of our customers, TES is progressing actions in the following areas:

- Data Security
- Ethics and Governance
- Business sustainability and thought leadership
- Responsible supply chain

Protect

Data security

We provide robust systems, standards, and certifications to achieve zero data leakages.

Data leakages

We are pleased to report zero data leakage incidents in 2021 and continue to remain vigilant in our efforts to protect customer data.

In late 2021, however, TES was the target of a cyber incident which involved a small number of on-premises servers in Europe being encrypted. Upon detection, the security team initiated their cyber-attack response and deployed security measures to isolate, monitor and analyse endpoint activities and disabled VPN access. As precautionary measures prevented customer data from being kept on our servers there were no incidences of data escape. With limited TES internal data being encrypted, the scammers demands were quickly thwarted.

Security protocols and systems have now been further improved to strengthen further our response to future possible attacks.

Audits and certifications

During 2021, even with the restrictions of Covid-19, we had a substantial number of onsite and virtual audits. In total we had 185 audits across our sites, including 33 internal audits, 127 customer audits and 25 certification audits. 100 of these audits were conducted virtually and 85 we conducted on site. Customer audits spanned Environmental, Health & Safety (EHS), Security and ISMS, EHS and Security, and Social and Ethic.

By utilising SharePoint, we also improved our:

- Import and Export Permits Tracker
- Site Operating Licences Tracker

In 2021 SERI, the Sustainable Electronics Recycling Institute started the implementation of R2v3, a significantly upgraded version of the R2 Standard. In 2021, we achieved our first R2v3 certifications in Seattle (US) and Cannock (UK). During 2022, and in early 2023, we will transition the rest of our R2 certified sites to the new upgraded standard.

One TES

During the year, we continued to transition our sites onto a new One TES management system. This process started at the end of 2021, when we successfully transitioned the majority of Asia (excluding China, Australia, and New Zealand). The remaining sites globally will be completed in 2022.

One TES drives standard policies, processes, and procedures globally, replacing the different management systems currently being used in TES-acquired companies. As part of this transition, we are also moving our ISO 9001, ISO 14001 and ISO 45001 into one integrated management system on sites where we have traditionally had three management systems. This process started this year and is scheduled to conclude in 2022.

Protect

Ethics and governance

Demonstrate our values in action throughout our operations and business relationships.
Our SUSTAIN values underpin how we act.

Informing and training all employees on ethics and governance

In 2021, despite language barriers across the business, TES conducted online code of conduct, delegation of authority and information security awareness training to **880** technical, supervisory, administrative and management staff achieving a completion rate of **82%**.
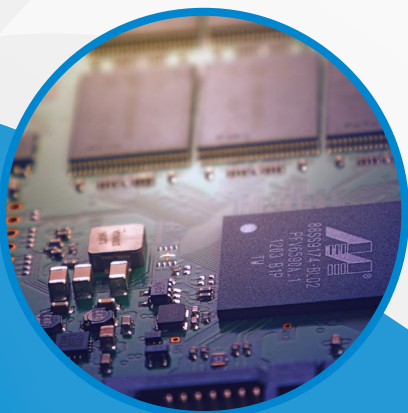
Continuing to improve our risk processes

The Ethics and Compliance Council (ECC) continues to drive and guide the formation of the TES Group Risk & Compliance Management Committee to implement the Risk Management Framework, and through a detailed review of specific risks and controls, ensure that risks are identified and managed, and reported for the Board of Directors' attention through Ex-Co. The Committee supports the Ex-Co, ensuring that risks are reported from the bottom-up to complement the top-down perspectives by the Ex-Co.

Risks are structured under six key areas:

1. Strategic
2. Operational
3. Financial
4. Human Resources & Industrial Relations (HR & IR)
5. Assets Protection
6. Information Technology

TES risk management principles are based on ISO31000-risk management. Currently, the Group has defined the group risk objectives to cover:

People
Protect people from harm or injury

Environment
Protect the environment from damage and pollution

Assets
Protect the assets of the Company

Reputation
Protect the reputation of the Company

Liability
Protect against incurring liability

Processes will continue to be developed including considerations of physical climate change risk and transitional risk to the Group.

Protect

Staying up to date with regulatory and best practice developments

In 2021, we reviewed the effort we were investing locally to ensuring that we are fully compliant with global and national legislation, and regulations relevant to our industry. Our approach to this activity was inconsistent across our sites and there were, at times, a time lag between the publishing of a regulation and our visibility of its impacts. We decided to look for global organisation we could work with that would give us a more robust process and earlier visibility of a changing regulatory landscape. We entered into a contract with Compliance and Risks to use its C2P regulatory database. The C2P platform now provides us with a single point of access to a diverse set of regulatory topics and the practical ability to follow regulations from draft through to implementation, better preparing our business for regulatory impacts.

Our **Whistleblowing Programme** was revised and implemented in local languages for all our sites, supported by communication from the Board on the importance of business integrity. Of our 1,890 employees, less than **0.4%** of cases (a total of seven) were escalated to the ECC through an independent third-party grievance channel during the year involving complaints of discrimination, drug use and verbal abuse. All cases were investigated and closed.

In the year, there were no cases of corruption or bribery referred to the grievance channel.

In 2021, we implemented several new policies, including:

- Group Grievance Policy
- Group Disciplinary Policy
- Group Anti-bullying and Anti-harassment Policy
- Group Diversity & Inclusion Policy
- Group Child Labour Policy
- Group Modern Slavery & Human Trafficking Policy
- Group Equal Opportunity and Non-discrimination Policy

In addition to these policies, we also updated our existing policies, including but not limited to:

- Anti-Fraud
- Whistleblowing
- Gift, Travel, Entertainment, Donation, Bribery and Money Laundering
- Trade and Sanctions
- Human Rights Statement

We will review these policies from time to time and will update them for consideration of public disclosure in 2022/23.

Protect

Business sustainability and thought leadership

Lead engagement in best practices to deliver service excellence and be regarded as a strategic partner of choice.

Uniting in our purpose

Increasing activities in ESG, catalysed by client requests, has elevated understanding and appreciation of such matters at various levels of leadership across all locations and functions. Our vision and common sense of purpose is uniting the company and contributing positively overall, with Group revenues increasing by 21.4% from 2020. This has facilitated increased participation and sponsorship of industry events such as:

- Singapore Week of Innovation and Technology (SWITCH), including a discussion on moving towards a low carbon future;
- 20th International Automobile Recycling Congress (IARC), sharing ideas with local, European, and international policymakers and automotive manufacturers;
- International Congress for Battery Recycling (ICBR), joining battery producers and battery recyclers to discuss challenges facing the industry.

United Nations Global Compact

In late 2021, our Group CEO signed the commitment letter to join the UN Global Compact to communicate our progress on human rights, labour, anti-corruption, and the environment.

CDP reporting

Our ambition to achieve a CDP A, showing leadership in the supply chain and demonstrating our commitment to support greenhouse gas emissions reductions, will require improvement particularly in the value chain engagement, Scope 3 emissions and risk and opportunity disclosure categories. We have serious intent to improve in these areas and see external validation of our reporting to demonstrate responsibility and leadership in our industry.

In addition to CDP reporting, we also are investigating carbon finance opportunities for electronic assets and batteries.

Site moves and new sites

During 2021, we had several new sites facilitating moves to better buildings and locations and allowing for the integration of new sites. In the UK, we closed our Hatton Cross (European HQ), Birmingham and Crewe sites and moved these businesses to a new super facility in Cannock, outside Birmingham.

Our Italy, Spanish, Swedish, Thailand and Scottish sites also moved to new locations. In the Netherlands we acquired the assets of a battery business in the Port of Rotterdam where we will build a 25,000 tonne per year end-to-end battery lifecycle solution.
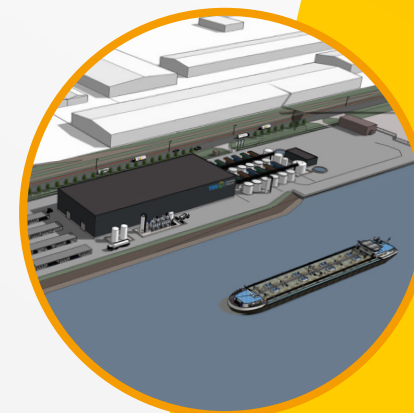
TES Cannock, UK

Located in the West Midlands, TES opened one of its largest IT lifecycle sites in July. The facility, spanning 12,000 square metres and employing 100 staff, will operate to the same consistent data security, environment and health and safety standards.

"It is a vote of confidence in our local area when businesses relocate to Cannock Chase, and it is clearly recognised as a great place to do business. I wish them good fortune in their new venue."

Amanda Milling
MP for Cannock Chase

[5] TES Cannock facility official opening ceremony by Amanda Milling MP for Cannock Chase.

Protect

Responsible supply chain

Engage and communicate our standards to encourage improved responsible, ethical, and sustainable performance

Continuing to improve our supply chain management

In late 2021, we developed a Supply Chain Policy and evaluated it across several of our sites to verify that it worked well before launching the policy to all suppliers and partners.

The development of the policy was the first step, with additional actions needed to determine appropriate resourcing and an overarching framework for its effective operation and ongoing governance. While we continued to work on improving the management of our downstream supply chain, we also conducted audits of all our international partners, focussing on organisational structure, permits, licences, service capability and governance. However, given the disruptions of Covid-19 lockdowns, site audits of partners proved to be too challenging, resulting in partial abandonment of the audit program and the postponement of the rollout of the Policy until 2022.

The audit team have, however, done further work to develop a more comprehensive Supply Chain Code of Conduct which we will establish together with TES' grievance mechanism for third party suppliers and partners which will help to facilitate better collaborative working practices, as set out in ISO 44001.

The Supply Chain Code of Conduct will be rolled out to our supply chain in 2022/3 with governance procedures and activities implemented to support its effectiveness.
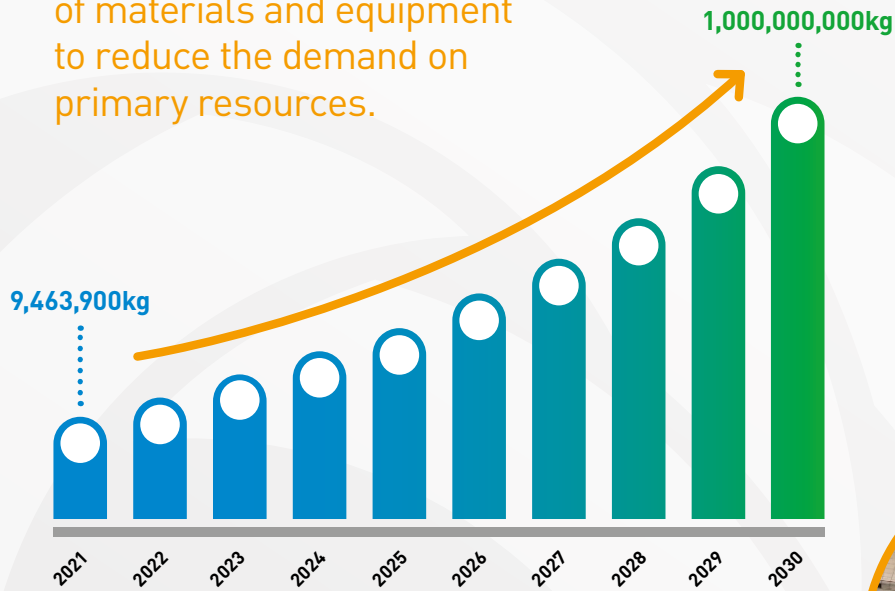
We preserve our natural environment and the use of scarce resources through asset life extension, waste management, being accountable and transparent and by conserving or eliminating the use of non-renewable resources.

Extending life

Maximise the circularity of materials and equipment to reduce the demand on primary resources.

1,000,000,000kg

9,463,900kg

2021 2022 2023 2024 2025 2026 2027 2028 2029 2030

Microsoft® AUTHORIZED Refurbisher

Progress on our mission

We have commenced on our mission to make a decade of difference to securely and safely transform 1 billion kilograms of assets by 2030. In 2021, we processed over **94,639** metric tonnes of electronic assets and batteries across our 40+ locations, of which **94,390** tonnes was either recycled, reused or sent to energy recovery. This represents **9.4%** of our mission target.

Almost 4.2 million devices were processed and had a second life through reuse and refurbishment.

Of that amount, 100,000 computers were refurbished with Windows licences under the Microsoft's Approved Refurbisher (MAR) programme. As one of the largest MAR programme partners globally, we are investing in growing annual volumes further, particularly to support corporate social responsibility activities where refurbished devices are used to help connect people and provide learning opportunities to youths and adults where access is challenging.

New technology and research

Keeping assets and resources in use is at the core of the circular economy – and is not lip service for TES. Appreciation for circularity extends beyond just offering device remarketing or recycling services but also facilitating closed loop materials use and regeneration of the environment. With several R&D efforts dating back to 2015, we continue to strive to find higher end use applications for hard to recycle, low value materials so that we can achieve sustainable resource recovery instead of disposal through the cheapest channels.

Preserve

Closing the supply chain loop

The ultimate goal of a recycler is to deliver closed loop solutions that eliminate resources to landfill and the extraction of virgin elements from below ground mining. It is especially distressing where, in addition to poor resource recovery, there is also exploitation of the young and vulnerable. Cobalt, the important element used in batteries is commonly supplied from artisanal mining sources employing children who work in unsafe conditions. With full scale lithium-ion battery recycling capabilities expanding into new countries, including France, China, and the Netherlands, we are quickly establishing closed loop manufacturing outcomes or 'urban mining' for our customers.

Delivering on this purpose, in March 2021, TES' first full-scale mechanical and hydrometallurgical lithium-ion battery recycling facility was opened in Singapore by Ms Grace Fu, Minister for Sustainability and the Environment. The opening was well attended by guests in person and online from several countries as well as by our senior management team.

Waste management

We aim to reduce, reuse and recycle to eliminate waste to landfill.

Our waste to landfill or incineration performance improved from 2020. At **99.74%**, the overall recycling, reuse and incineration with energy recovery rate achieved our zero-waste objective.[6] In 2021, volumes of 94,639 tonnes were a fraction below previous year adjusted tonnages.[7] This may partly be attributable to updated average weights used to convert reused units to kilograms. With the implementation of a more robust calculation methodology and reporting system, we have been able to provide more detailed reporting. In 2021, almost **4.2 million** assets were processed at our 42 locations.

We will continue to ensure that we maintain our zero waste to landfill objective going beyond to look into conducting waste audits of each facility so as to identify opportunities to further reuse and recycling.

Volumes Processed ('000 kgs)
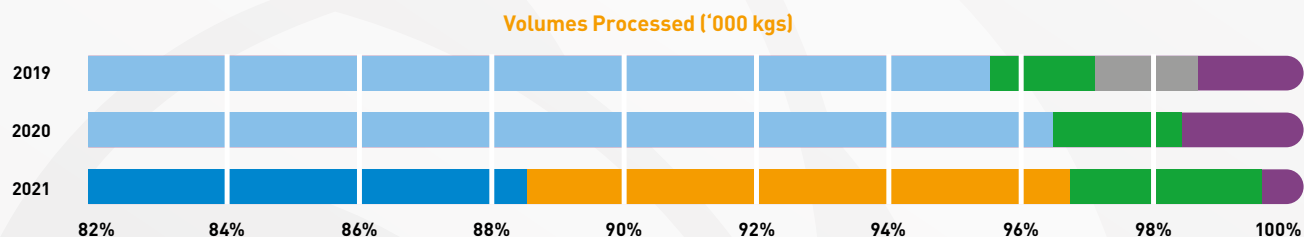
	20w21	2020	2019
● Recycling and Reuse	-	94,315	68,954
● Recycling	83,599	-	-
● Reuse	7,895	-	-
● Energy Recovery	2,896	1,910	1219
● Incineration	0	Data not available	936
● Landfill	249	1,430	919

[6] A site is considered zero-waste if <1% of its total waste is disposed to landfill in a 12-month period.
[7] Adjustment made to report on volumes processed and sent to downstream channels.

Environmental compliance

An environmental compliance breach was reported by our site in Hong Kong (HK). The incident, triggered by the incorrect disposal of waste lithium-ion batteries in landfill, resulted in a fine by the regulatory body of HKD17,500 (US$2,229). TES HK took necessary actions to correctly ensure no recurrence of improper disposal of the waste batteries and closed the incident by paying the fine to the regulatory body.

There were eight unplanned environmental incidents from our battery recycling facility in Singapore, involving spills and liquid discharges. As these incidents were contained within our site boundary, they were considered 'low' or 'medium' risk with no requirement for government regulatory reporting. Being its initial year of operation, TES B is now fully commissioned and operating without further incidents being reported.

Transparency and Accountability

We provide traceability to ensure that materials are managed in an environmentally sound manner.

With growing strategic focus on local e-commerce sales channels for used devices, we are supporting the development of a local marketplace when devices reach end-of-life. Efforts to deliver circularity entail keeping products and materials circulating in small supply chain loops which also improve traceability. TES is growing local channels to end users, where commercially viable, facilitating product life extension, the provision of warranty services and takeback arrangements at the product's end-of-life.

Traceability of where products and materials go to enables proper lifecycle assessment and the mapping of downstream Scope 3 emissions which informs our actions to align with a 1.5-degree temperature increase limit scenario.

As we assess how to demonstrate transparency in what we do, we remain open to emerging technologies including block chain where collaboration is present between all actors in the asset value chain.

circunomics

Thomas Holberg — Global Vice President of Battery Operations

Investing in lifecycle management of lithium-ion batteries

In June, TES announced a strategic investment in Circunomics to support the improved lifecycle management of lithium-ion batteries (LiB).

The company, headquartered in Germany, is developing an Internet of Things (IoT) platform to digitise the whole LiB lifecycle, with all relevant data regarding performance, materials, and sustainability facilitating a circular marketplace for second life trading and recycling tendering.

The circular marketplace creates a networked ecosystem of all industry parties – such as insurance companies, recyclers, refurbishers and manufacturers – that encounter LiBs and their raw materials, far beyond basic use cases. According to Thomas Holberg, TES' Global Vice President of Battery Operations, *"The investment in Circunomics is ideal for us because it is less about recycling and more about the lifecycle management of lithium-ion batteries."* For Circunomics, the partnership is strategically beneficial and complementary for each side to ultimately improve each company's business approaches. More news on the progress of the partnership will be made in future year's reporting.

Natural resource use

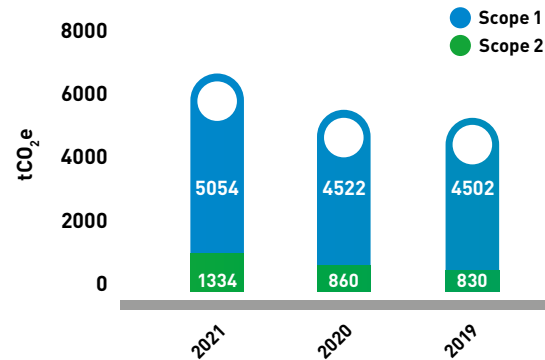### We conserve energy and adopt renewables to reduce emissions.

Scope 1 and 2 greenhouse gas (GHG) emissions in 2021 were, in absolute terms, higher than in 2020 in part (<5%) due to the change in use of emission conversion factors from the US EPA to the UK's Defra. Energy use was also higher due to increased heating in Europe and US, operation of the new TES B site as well as use of company vehicle in China which was not previously accounted for.

We intend to conduct energy audits of major sites to identify sources where we can reduce energy and GHG emissions.

A handful of sites have commenced using renewable energy or implemented other energy-saving initiatives, such as purchasing renewable energy certificates, installing solar or LED lighting. We will increase using our internal advocacy for reducing energy use and switching to more renewable energy in late 2022 or early 2023, to ultimately realise our climate ambitions and to commit to a net-zero target that aligns with a global 1.5-degree temperature increase scenario. Further work will need to be done to progress mapping material Scope 3 emission categories, particularly in downstream use channels, in order to also set a science-based target for other indirect emissions.

Utility costs – which is identified as a business metric for TES, to be reduced by 15% by 2025 – were US$1,652,596 in 2021. Cost reduction was not possible to calculate as data was not captured in 2020. We will monitor these costs but will not be considering the metric in future reporting given that we cannot control surging rates charged by electricity providers.

Greenhouse Gas Emissions

Scope 1
Scope 2

tCO$_2$e

	2021	2020	2019
Scope 1	5054	4522	4502
Scope 2	1334	860	830

CO$_2$e reduction / tonne

tCO$_2$e/t processed

2021	2020	2019
0.067	0.055	0.074

Energy Consumed

Fuel
Electricity

Energy GJ

	2021	2020	2019
Fuel	21092	10652	11463
Electricity	38881	33809	32656

Energy reduction / tonne

Energy/t processed

2021	2020	2019
0.6337	0.455	0.613
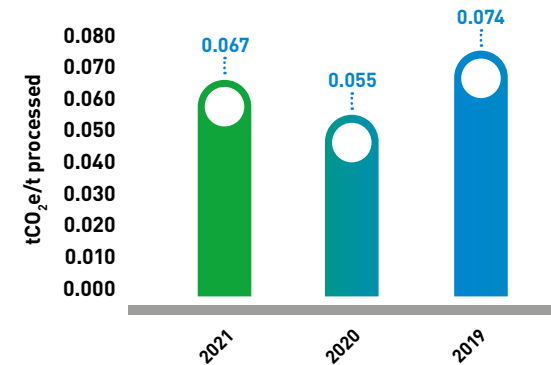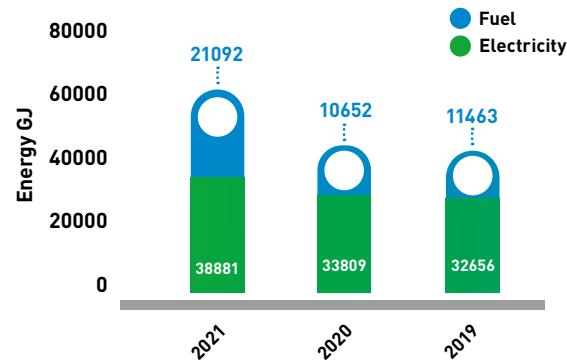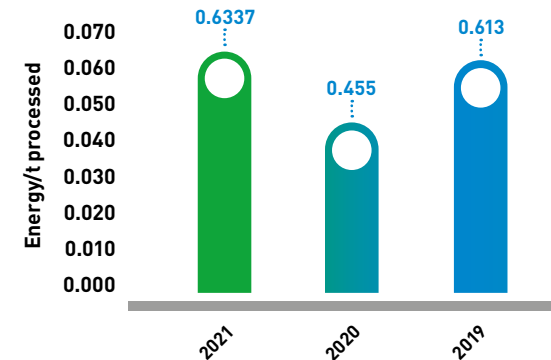
**We provide a safe, diverse
and inclusive workplace** and
community for people to thrive.

Provide

People engagement

We foster openness, train and build capability with competence in our people.

In 2021, employee numbers increased marginally over 2020. Turnover was, however, significantly higher at 35% of total employees. The high turnover is reflective of global market conditions due to the challenges of the Covid-19 pandemic and a tight labour market.

The company acknowledges that there may be some way to go to deliver on employee engagement goals. We want to be recognised as an employer of choice. The starting point for us to have accurate indicators of performance such as turnover, recruitment, diversity and other measures is underway as we develop and roll out our global human resource information system.

In 2022, the company will conduct its first engagement survey utilising an independent consultancy to inform the strategic human resource plan. This will enable TES to improve participation and wellbeing, develop career development plans, ultimately reducing turnover, and helping to achieve the Company's ambition to be a preferred employer of choice.

Training

We standardised our training tool for various needs, such as health and safety, HR induction and policies, compliance, and information security, by globally rolling out our learning management system (LMS). The LMS enabled more accurate reporting of training data, as well as easier management and updating of courses and user training records.

During the year, we saw an increase in training hours per person – from 8 hours per person in 2020 to **14.2 hours** per person in 2021 – taking us significantly beyond our annual target of 12 hours per employee. Included in these averages were the release of our Sustaining Tomorrow module, sent to more than **700** supervisory, administrative, and managerial staff which achieved **80%** completion rate. The high completion rate demonstrates the level of interest and support for sustainability internally.

Health and safety

We continue to improve safety and health in our work environments to achieve zero harm and improve our employee well-being.

Global Health and Safety Council

In mid-2021 we restructured our Quality, Environment, Health & Safety (QEHS) organisation, aligning it to Sustainability and creating new global roles for Tools & Training and for Global Quality. This led to a gap assessment of tools, and during the second half of the year we worked on several improvements across our tools and training programmes. We also communicated more globally and brought our three regions (Asia-Pacific, the US and Europe) together with strong QEHS leadership supported by our compliance leads. Our focus was to achieve consistent QEHS practices across all our sites and to work collaboratively to find the best solutions to drive efficiency balanced with safety.

The establishment of the global QEHS leadership team was the necessary precursor to the formation of the Global Health and Safety Council which we will investigate in 2023.

Incident rates

As part of our goal to provide safe workplaces and reduce our Total Recordable Incident Frequency Rate (TRIFR) and Total Lost Time Incident Frequency Rate (TLTIFR), we made the decision to implement a global standard tool for our QEHS teams. Between September to December we selected and developed our QEHS incident management tool for all TES sites with the system going live in the first quarter of 2022 to track incidents, near misses, hazards, and audit Corrective Action Plans (CAPs). As we standardise the way we capture inputs, we now have data that we can interrogate to look for trends, understand the incidents we see and be proactive with the development of training and amendments to policies, processes, procedures, and work instructions.

In 2021, both indices saw respectable drops in rates – from 13.91 to 10.81 for TRIFR, and 6.96 to 6.48 for TLTIFR.

Health & Safety Incidents and Accidents (Lost time incidents)

- ● Lost time injuries (LTI)
- ● Lost time injury rate (permil hrs)
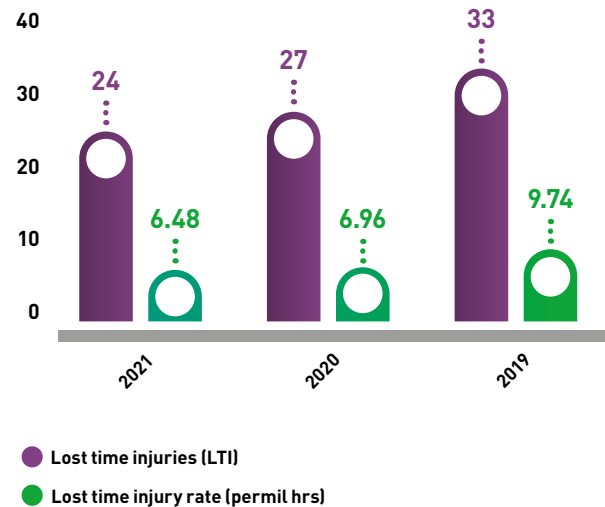
Health & Safety Incidents and Accidents (Recordable incidents)

- ● Total recordable incidents (TRI)
- ● Total recordable incidents rates (TRIR)

Provide
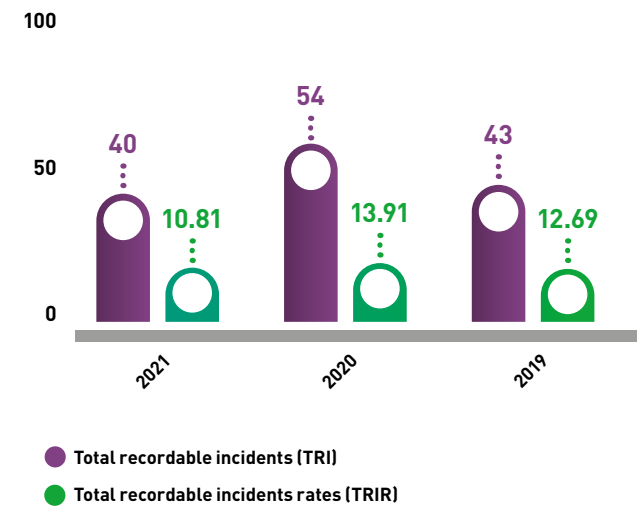
Diversity and inclusion

We support and promote a diverse and inclusive workplace and supply chain.

As a Group operating in over 20 countries, we are a naturally diverse organisation. Our mix of people, who come from more than 76 nations, representing all regions and continents, highlight a melting pot of ideas, cultures, genders, political and religious persuasions, and sexual orientations which we value and respect. The evolving family culture which exists everywhere we operate has helped us to ride the ebbs and flows of our 15 years in existence.

Gender parity remains a goal and we are actively looking at our HR planning, recruitment activities and retention programmes to find ways of improving. Questions of merit around experience and skills, as well as availability, are practical aspects of consideration, however, which remain challenging to increase the ratios of female-to-male participation in our workforce. In 2021, we more clearly defined management and senior management roles. With the new definitions, the number of leaders in the company increased. The proportion of female leaders was steady, year-on-year at 30%.

We will continue to celebrate diversity and be inclusive of each individual person by investing in unconscious bias training and having focused representations of diverse interests via the set-up of a Diversity and Inclusion Council. It will be more pressing as we continue to grow and employ more people from all walks of life and backgrounds.

Workforce by Age

383
432
1075

● <30 years old ● 30-50 years old ● >50 years old

Workforce by Gender

648
(34%)

1243
(66%)

● Male ● Female

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| Protect | Preserve | **Provide** | Summary of indicators | The path forward | GRI content index | Get in touch

Provide

Diversity down under

The land down under has been an example setter for the Group in many aspects, from end-to-end service capabilities incorporating managed deployment, through to corporate e-waste recycling, or research and development partnerships formed to tackle problematic waste streams.

Australia also sets the bar when it comes to the diverse number of nationalities who work in our facilities each day. Representing about 10% of the TES Group workforce, it punches above the mark with almost 50% of the 76 nationalities in TES located in our Melbourne, Sydney and Brisbane sites. "I can only put it down to hiring a diverse core leadership team from the very start," says Alvin Piadasa, TES Sustainability Director who was the founding Director of TES ANZ. "We just naturally continued to recruit and retain, regardless of race or other aspects."

Account Manager, Khristopher Molina adds:

"TES has been a big part of my life, from university to where I am now as a father with a young family. I have been with the company for almost 15 years now and have formed deep relationships and hold respect for so many people, whether on the facility floor or in the office. Despite work pressures, we get along really well."

Provide

Community Engagement

We engage and support the communities in which we operate with responsible, ethical, and sustainable performance.

From operating circular economy education sessions with school children, enterprises and community groups in Shanghai, to the donation of refurbished computers to Sri Lanka or TES birthday celebrations across our sites, TES continues to actively engage people. We recognise that we have a unique opportunity to use our sustainable lifecycle management to touch communities, bridge the digital divide and improve resource recovery outcomes. We will continue to connect with the local community in all the locations where we operate.

Our partnership with LiteHaus International

"Connecting people in remote communities to information and communications technology and the internet can be transformational. We've touched the lives of over 100,000 people thus far and well on our way to making a million dreams come true" says Jack Growden, CEO of LiteHaus International, an Australian based non-profit organisation which works toward bridging the digital divide through delivery of digital infrastructure and learning.

It was a chanced read of a social media post that brought LiteHaus and TES together to develop a partnership to help the digitally disadvantaged and those in rural and remote areas of Australia, Papua New Guinea and beyond. An initial donation of digital devices by TES to Woree and Normanton State High Schools in Northern Queensland has had a tremendous community impact. Where previously, only 4 secondary students had access to a computer at home, the first donation of 130 laptops and desktop computers fully loaded with licenced Microsoft operating software has been a multiplier making a meaningful difference for students and their families.

During the Covid19 pandemic, it was estimated that 1.6 billion students globally would be impacted with 24 million potentially never returning to school. In a small way, TES is doing our bit to provide learning opportunities and keeping people in touch. Plans are underway for the partnership with LiteHaus International to be extended to enable our corporate clients to also get involved to donate their devices and accelerate action to bridge the digital divide.

Our Company	2021	2020	2019
Company Facts and Figures			
Number of employees (including contractors) worldwide	**1,970**	**1,816**	**1,705**
Number of employees for scope of performance reporting (excludes contractors)	**1,890**[8]	**1,816**	**1,705**
Number of countries for scope of performance reporting	**21**	**20**	**20**
Operational sites	**42**	**40**	**37**

Ethics and business conduct	2021	2020	2019
Policies and procedures			
Communication			
Number of senior leaders[9] that anti-corruption and other ethics policies and procedures have been communicated to	**39**	**0**	**102**
% of senior leaders[9] that anti-corruption and other ethics policies and procedures have been communicated to	**100%**	**0**	**100%**
Number of employees that anti-corruption and other ethics policies and procedures have been communicated to	**963**	**0**	**1,705**
% of employees that anti-corruption and other ethics policies and procedures have been communicated to	**50.95%**	**0**	**100%**
Training			
Number of senior leaders[9] that received training on anti-corruption and other ethics policies and procedures	**34**	**0**	**7**
% of senior leaders[9] that received training on anti-corruption and other ethics policies and procedures	**87.18%**	**0**	**13.5%**
Number of employees that received training on anti-corruption and other ethics policies and procedures	**880**	**0**	**583**
% of employees that received training on anti-corruption and other ethics policies and procedures	**91.38%**	**0**	**100%**
Ethics and business conduct compliance			
Number of confirmed breaches of Code of Conduct	**3**	**0**	**0**
Number of confirmed incidents in which employees were disciplined or dismissed for breaches of Code of Conduct	**3**	**0**	**0**

[8] Information provided is based on headcount in 2021. Prior year number of employees based on full time equivalent.
[9] Senior leaders are C-level and individuals reporting into the CEO, heads of function, heads of business, regional head (>1 country), General Managers.

Protecting the environment	2021	2020	2019
Environmental compliance			
Number of breaches of environmental laws and/or regulations	**1**	**0**	**1**
Total value of environmental fines received from breaches of laws and/or regulations	**~ 2300**	**0**	**< 40,000**
Number of unplanned environmental releases	**8**	**0**	**0**
Number of environmental complaints	**0**	**0**	**0**
Energy and greenhouse gas (GHG) emissions			
Total energy consumption (gigajoules)	**59,973 GJ**	**44,461 GJ**	**44,1189 GJ**
Total energy consumption by type:			
Electricity (gigajoules)	**38,881 GJ**	**33,809 GJ**	**32,656 GJ**
% Electricity	**65%**	**76%**	**74%**
Fuel (gigajoules)	**21,092 GJ**	**10,652 GJ**	**11,463 GJ**
% Fuel	**35%**	**24%**	**26%**
GHG emissions in metric tonnes of CO_2 equivalent emitted			
Scope 1 emissions (tCO_2 equivalent)	**1334 MT**	**860 MT**	**830 MT**
Scope 2 emissions (tCO_2 equivalent)	**5054 MT**	**4522 MT**	**4502 MT**

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| Protect | Preserve | Provide | **Summary of indicators** | The path forward | GRI content index | Get in touch

Protecting the environment	2021	2020	2019
Electronic material management			
Total volume of electronic materials processed (metric tonnes)	**94,639**	**97,655**	**70,000**
Total volume of electronic material recycled (metric tonnes)	**83,599**	**–**	**-**
Total volume of electronic material reused (metric tonnes)	**7,895**	**–**	**-**
Total volume of electronic material sent to incineration with energy recovery (metric tonnes)	**2,896**	**1,910**	**N/A**
Total volume of electronic material sent to landfill or incineration (metric tonnes)	**249**	**1430**	**N/A**
Total volume of electronic material reused (units)	**4,182,232**	**N/A**	**N/A**
Management of materials:			
% Recycled	**88.34%**	**96.58%**	**98.70%**
% Reused	**8.34%**		
% Incineration with energy recovery	**3.06%**	**1.96%**	
% Landfill and incineration without energy recovery	**0.26%**	**1.52%**	**1.30%**

Summary of indicators

Our People	2021	2020	2019
Employment[10] and diversity			
Total number of employees (as at 31/12)	**1890**	**1816**	**1705**
Total permanent employees	**1746**		
Total temporary or non-guaranteed employees	**144**		
Total full-time employees	**1858**		
Total part time employees	**32**		
Total workers who are not employees	**80**		
Workforce by gender (as at 31/12):			
% Females	**34.29%**	**31.50%**	**31.90%**
% Males	**65.71%**	**68.50%**	**68.10%**
Number of women leaders in the company (as at 31/12)	**50**	**32**	**33**
% female leaders in the company	**29.59%**	**31.70%**	**32.40%**
% male leaders in the company	**70.41%**	**68.30%**	**67.60%**
Workforce by age (as at 31/12):			
% < 30 years old	**22.86%**	**26.57%**	**26.90%**
% 30-50 years old	**56.88%**	**57.85%**	**60.00%**
% > 50 years old	**20.26%**	**15.57%**	**13.10%**

[10] Information provided is based on headcount in 2021. Prior year number of employees based on full time equivalent.

Summary of indicators

Our People	2021	2020	2019
Recruitment and redundancy			
Number of employees recruited	**943**	**536**	**484**
Rate of new employees recruited	**49.89%**	**29.52%**	**28.40%**
Rate of new employees recruited by age:			
% < 30 years old	*44.75%*	*37.72%*	*50.00%*
% 30-50 years old	*41.99%*	*50.51%*	*42.60%*
% > 50 years old	*13.26%*	*11.76%*	*7.40%*
Rate of new employees recruited by gender:			
% Male	*69.35%*	*73.02%*	*71.10%*
% Female	*30.65%*	*26.98%*	*28.90%*
Number of employee turnover	*665*	*437*	*497*
Rate of employee turnover	*35.19%*	*24.06%*	*29.10%*
Rate of employee turnover by age:			
% < 30 years old	*43.01%*	*45.54%*	*53.00%*
% 30-50 years old	*44.66%*	*42.56%*	*41.00%*
% > 50 years old	*12.33%*	*11.90%*	*6.00%*
Rate of employee turnover by gender:			
% Male	*74.74%*	*71.62%*	*75.30%*
% Female	*25.26%*	*28.38%*	*24.70%*

Our People	2021	2020	2019
Training and development			
Number of hours of training for employees	**26829**	**14,600**	**11,167**
Average hours of training per employee	**14.2**	**8.0**	**6.5**
Average hours of training per employee by age:			
< 30 years old	**17.4**	**10.1**	**9.4**
30-50 years old	**14.1**	**8.0**	**5.8**
> 50 years old	**11**	**4.2**	**4**
Health and Safety			
Number of hours worked	**3,701,410**	**3,881,280**	**3,389,080**
Total number of work-related fatalities	**0**	**0**	**0**
Total number of work-related lost-time incidents (LTI)	**24**	**27**	**33**
Lost-time incident rate (LTIR) per 1,000,000 hours worked	**6.48**	**6.96**	**9.74**
Total number of work-related recordable incidents (TRI)	**40**	**54**	**43**
Total recordable incident rate (TRIR) per 1,000,000 hours worked	**10.81**	**13.91**	**12.69**

The path forward

We will continue to refine and improve our reporting to be in accordance with the GRI Standard.

As part of our management approach, we will evaluate our performance against all relevant and material topics, including changes to internal systems and processes. As part of materiality assessments to be conducted, we will review and recast our targets, goals and initiatives to take action to reduce our ESG impacts.

We will conduct further stakeholder engagement and develop a more comprehensive communications plan which informs fully significant matters that TES as an impact on.

We will assess external independent assurance in 2023. International management standards certification verified by independent certification bodies, as well as regulatory audits by local authorities and client compliance audits, serve to provide ongoing validation of our environmental, security, social and governance efforts.

We continue to make progress towards setting science-based targets for Scope 1, 2 and 3 GHG emissions.

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	2-2	Entities included in the organization's sustainability reporting	6
	2-3	Reporting period, frequency and contact point	6, 49
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	2-5	External assurance	7
	2-6	Activities, value chain and other business relationships	8, 10, 11, 12
	2-7	Employees	40, 43
	2-8	Workers who are not employees	43 (partial)
	2-9	Governance structure and composition	14
	2-10	Nomination and selection of the highest governance body	14 (partial)
	2-12	Role of the highest governance body in overseeing the management of impacts	14 (partial)
	2-13	Delegation of responsibility for managing impacts	14

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GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	8, 9
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	2-24	Embedding policy commitments	24 (partial)
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GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	35, 45
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	37, 43
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	22

Get in touch

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