



# 2019 Sustainability Report



# Sustainability @TES

This Sustainability Report for 2019 represents the second year of the TES reporting journey. It highlights progress and achievements in contributing to the circular economy and demonstrates ongoing commitment to sustainable practices and innovation.

Performance data includes all 37 TES operation sites across 20 countries and full year data for all companies acquired in 2019. This will set a new baseline for sustainability measurement, expanding upon the first Sustainability Report in 2018, which represented 19 TES operation sites across eight countries.

Data will be measured and monitored in both absolute terms and compared relatively to the previous years' performance.

This report has been prepared in general accordance with the framework and standards of the Global Reporting Initiative (GRI). The indicators adopted are detailed in the 'GRI and Other Index' Section.

## Who is TES?

Since our formation in 2005, TES has grown to become a global leader of IT lifecycle services and bespoke solutions that help clients manage the commissioning, deployment and retirement of Information Technology (IT) assets. We understand the common challenges faced when managing IT equipment throughout its lifecycle and the benefits in providing cost effective solutions. We focus on achieving compliance with all local and international security, environmental and industry regulations.

TES processes millions of devices annually through 20 countries. We serve some of the largest brands in the world including original equipment manufacturers (OEM), blue-chip multinational companies, financial and leasing businesses, state and federal governments, and more.

TES creates outstanding value for our clients, employees, stakeholders and the global community by leveraging a unique combination of security, value recovery and environmental expertise. We focus exclusively on eliminating the risks surrounding data security, compliance and environmental impact, while maximising value recovery on IT asset investment for businesses around the world.

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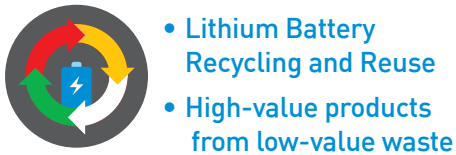
# Report highlights

## Sustainability @TES

### Report representation



### Innovation



### Sustainable development

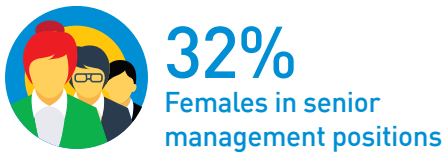


### Stakeholder engagement

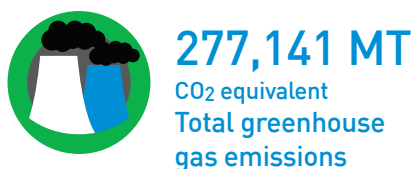


## Performance highlights

### Our people



### Protecting the environment



### Health and safety



\*Per million hours worked

# CEO message

## TES is proving green business can be good business.

Welcome to the second TES Sustainability Report charting our progress during 2019.

The compilation and publishing of this report during 2020 has taken more time than planned. With the arrival of the COVID-19 pandemic, and subsequent challenges for businesses and communities, our priority has been to keep our people safe and adapt our operations to protect them and our clients.

After the positive response from stakeholders and employees to the first sustainability report, we are pleased to deliver further reporting improvements for 2019.

This report includes expanded performance data for all TES operations which increases the number of sites, services and employees represented. 2019 data will act as a baseline to measure our performance each year and provide transparency into our global operations.

TES used the data to set transparent objectives and targets for future improvements, some of which have been presented in this report. We will be sharing Sustainability @TES in more detail towards the end of this current year.

Although this report focuses on TES' sustainability performance in 2019, we will showcase some projects started in previous years that have informed the development of our TES Sustainability Policy. The policy will be released in 2020 reflecting our evolutionary journey and our long-term vision to always stay ahead of the curve.

We hope that you will see in this report how our organisation is responding to client needs, employees, business sustainability and protecting the planet.

As we look ahead to 2020, our goal is to work collaboratively with our clients, partners and all our stakeholders to ensure we continue to deliver value at the lowest possible environmental impact.

On behalf of TES, our employees and communities, we thank you for your interest in our sustainability progress and look forward to ongoing collaboration for the next stage of our journey.



A handwritten signature in blue ink that reads "Gary Steele". The signature is written in a cursive, flowing style.

Gary Steele  
Group Chief Executive Officer

# Sustaining Tomorrow

TES is committed to embedding sustainable development into our business.

We believe sustainable development will generate long-term value for our employees, clients, shareholders and global society. This involves complying with all legal requirements and TES Business Principles, while driving change to support the transition to a circular economy.

TES sustainable development principles will be sustained with improvements to benefit:

- Our business (Provide)
- Our people and communities (Protect)
- Our natural world (Preserve)

We will develop and adopt these principles into our operations and activities worldwide.

## TES Global Coverage 2019



## Materiality

TES conducted its first materiality assessment to focus on the sustainability issues that matter most to our business and stakeholders.

### Approach

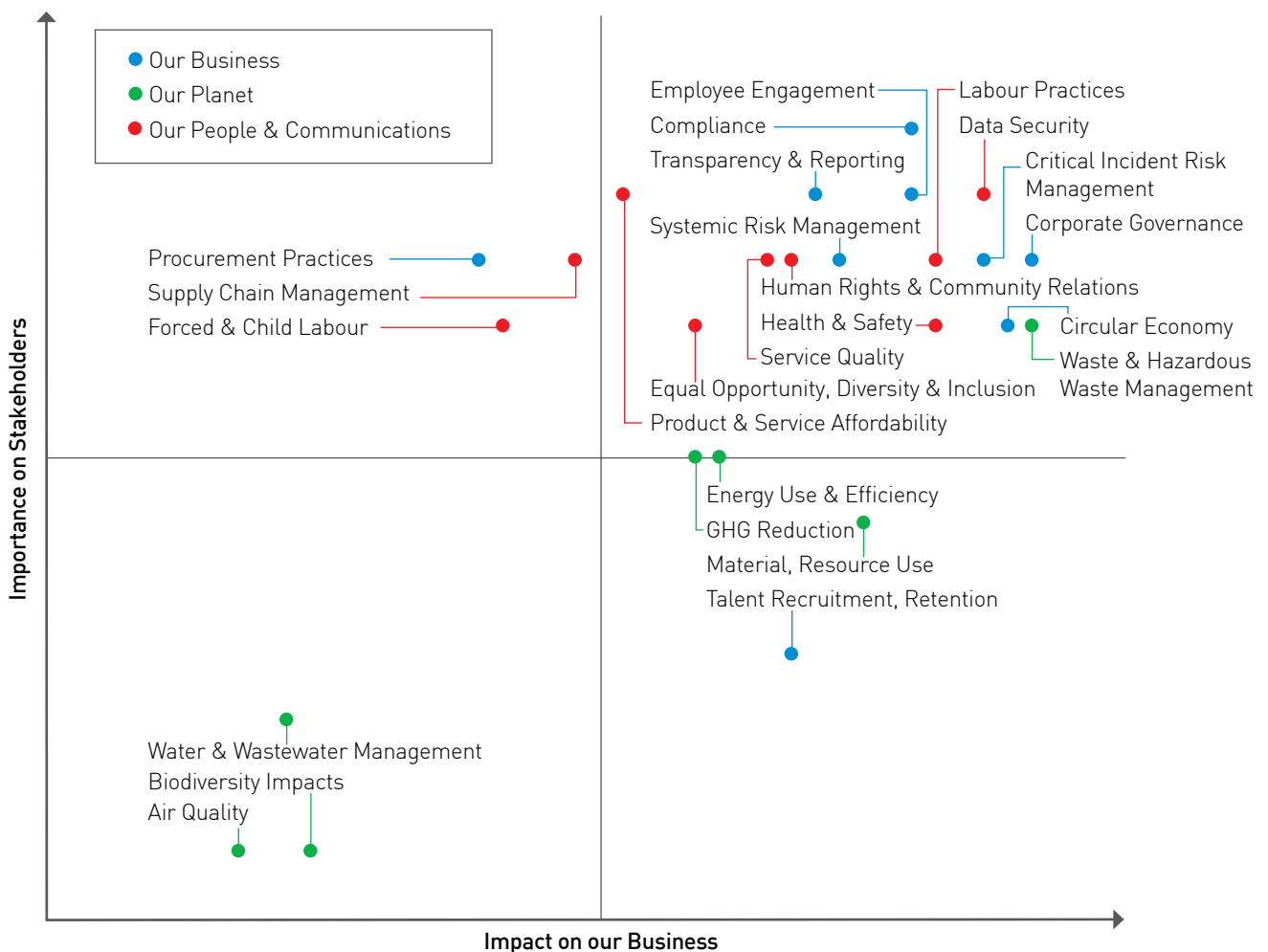
The first step was to **identify** issues based on internal and external factors. This involved reviewing industry standards, legislation, GRI standards, Sustainability Accounting and Standards Board (SASB) resources, client standards and dialogues, other stakeholders, media coverage, business strategy, lifecycle assessments and investor questionnaires.

The next step was to **define** priorities, which was completed by the Sustainability Committee using criteria which assessed the perceived importance to stakeholders (internal and external), and the impact on our business.

The third step was to **validate** the materiality assessment, where stakeholders were asked what was important to them and the impact it may have on the business. A standard questionnaire was used with internal and external stakeholders to ensure a consistent approach to evaluating material issues.

The last step was to **integrate** the materiality assessment into our sustainability strategy and this will be incorporated into the annual management review. We will also review our assessment approach to ensure continual improvement.

## Our Materiality Assessment



From conversations with internal and external stakeholders, the materiality assessment identified six areas of potential focus (not ranked):

- Corporate Governance
- Critical Incident Risk Management
- Data Security
- Labour Practices
- Employee Engagement
- Compliance

The Sustainability Committee will review and develop strategies to identify and prioritise actions to close any gaps in identified material areas in 2020.

### Global Certifications and Standards

Country	ISO 9001	OHSAS 18001	ISO 14001	R2	ISO 27001
France	✓	✓	✓	✓	✓
Germany	✓	✓	✓	✓	✓
Italy	✓	✓	✓		✓
Spain	✓	✓	✓	✓	✓
Sweden	✓	✓	✓	✓	✓
UK	✓	✓	✓	✓	✓
USA	✓	✓	✓	✓	
Australia	✓	✓	✓	✓	
New Zealand	✓	✓	✓	✓	
China	✓	✓	✓	✓	✓
Hong Kong	✓	✓	✓	✓	
Indonesia	✓	✓	✓		
Japan	✓	✓	✓	✓	✓
Malaysia	✓	✓	✓	✓	
Philippines	✓	✓	✓		
Singapore	✓	✓	✓	✓	✓
South Korea	✓	✓	✓		
Taiwan	✓	✓	✓	✓	
Thailand	✓	✓	✓		✓
Vietnam	✓	✓	✓		



# Ethics and Business Conduct

TES operates in an ethical, compliant and transparent way. Our commitment starts at the top and filters to all levels, with governance of every aspect of the business, from procedures to working with clients and partners.

## Managing Governance

TES is a privately controlled company, disclosing publicly. It is governed and managed in the best interests of clients, employees and shareholders. The Board of Directors has established an Executive Committee that includes Directors, the Chief Executive Officer and other senior executive leaders. The Executive Committee acts on behalf of the Board, providing organisational direction and oversight of all TES operations.

In 2019, the Executive Committee met monthly and held a two-day global workshop in Germany with other members of senior management. The workshop delivered a strategic review of the business and advanced our program of standardising systems and processes.

To assist with oversight responsibilities, the Executive Committee established two committees in 2018:

## Ethics and Compliance Committee (ECC)

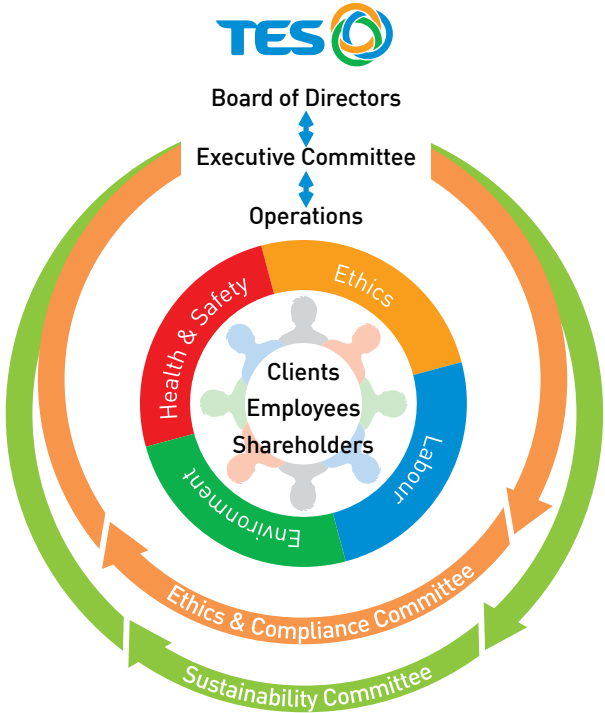
Chaired by our Global Compliance Officer, the ECC provides global oversight and builds a best practice culture. They review ethics and compliance programs, address key compliance issues and recommend future initiatives to improve performance and effectiveness. They provided quarterly updates to the Executive Committee in 2019.



**Sustainability Committee**

Chaired by our Group Environmental Sustainability Director, the Sustainability Committee provides global oversight, informs the sustainability strategy and drives implementation. The committee includes the Group Quality Environment Security and Safety Director, regional EHS leads and sustainability advisors. They review regulatory requirements, customer requirements and sustainability initiatives. A road map for sustainability is under development including targets and a policy.

In 2020, TES will review the Sustainability Committee’s charter, to ensure alignment with the road map and targets.



**Code of Conduct**

Ethical business conduct is guided by TES’ Code of Conduct and Sustainability Business Principles and is embedded in all aspects of the business, including downstream vendors and partners. The ECC conducts an annual review, and ongoing employee training is delivered to enhance awareness and understanding.

In 2019, the Chief Executive Officer communicated with employees about our commitment to operate in an ethical, compliant and transparent way by reiterating the TES Code of Conduct and Sustainability Business Principles. The Code of Conduct training program and company policies were transitioned to an online platform. All new employees were successfully trained on our overall approach to managing labour, health, safety and the environment, as well as standards of ethical business practice.

TES continued to raise awareness of our Whistleblowing program, which was launched in 2018. Employees are encouraged to report concerns to the Global Compliance Officer by email, direct mail or phone - or through an anonymous, independently managed whistleblowing system.

All allegations of misconduct are thoroughly investigated by the ECC in accordance with our policy and procedures. There were no Code of Conduct breaches in 2019.

# Protecting the Environment

TES is committed to extending the life of products and materials using best available technology.

As we operate, we aim to close the loop, conserving our natural resources and protecting the environment. We ensure that we reuse as many products as possible, and where it is not possible, that materials are recycled and recovered appropriately, with the least amount of material being disposed to landfill.

To extend the life of products and materials, and support the transition to the circular economy, natural resources are consumed when transporting and processing materials. We are committed to ensuring natural resources are consumed efficiently, and greenhouse gas emissions are reported through the Carbon Disclosure Project (CDP) supply chain program.

By incorporating environmental sustainability and compliance across all operations and in everything we do, our solutions give clients the power to achieve more against their sustainability goals and minimise our collective impact on the planet. This is good business for all of us.

## Electronic Material Management

In 2019, we processed just over 70,000 metric tonnes (MT) of electronic materials. Our reuse, recycling and recovery rate, despite the increase in tonnage, remained relatively unchanged at 98.7 percent.

Battery processing technology will improve internal recycling rates and facilitate improvements in material management for processing battery containing devices.

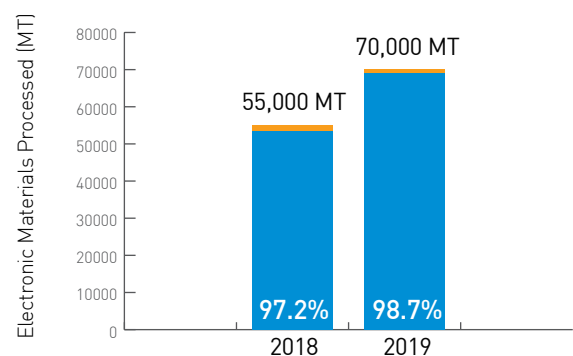
We will continue to drive our operations to work towards zero landfill disposal<sup>1</sup>.

In 2019, 28 sites were considered zero landfill disposal sites. We have committed to a target of 100% of sites being zero waste to landfill by 2025.



### Electronic Material Management

- Reused and recycled
- Non-recoverable



<sup>1</sup> A site is considered zero waste if <1% of its total waste is disposed to landfill in a 12-month period

## Energy and Greenhouse Gases

In 2019, with all sites now reporting, the total energy consumed by our operations increased to 44,149 gigajoules (GJ). Scope 1 and 2 emissions in 2019 increased to 5,552 MT of carbon dioxide equivalent. Purchased electricity (Scope 2) accounted for 85 percent of greenhouse gas emissions generated.

Energy combined with increased Scope 1 and 2 emissions was expected due to increased reporting in 2019. The amount of materials processed within our facilities also increased by close to 30 percent. To decouple our business growth from increasing consumption of natural resources, we have committed to energy reduction targets within our operating facilities.

TES is targeting to reduce consumption of energy by 15 percent per metric tonne of materials processed by 2025, from a 2019 baseline year. Through energy efficiency projects, we will reduce our energy consumption and greenhouse gas emissions generated from our operations. To further drive the reduction of emissions, TES plans to purchase electricity from renewable energy sources where possible. We also plan to install solar and batteries on new buildings we own, as we did with our new "TES B" battery recycling plant in Singapore.

Scope 3 emissions were 271,589 MT carbon dioxide equivalent and accounted for the majority of TES' greenhouse gas emissions. The majority of Scope 3 emissions (96%) were generated from the transport of materials to and from our processing facilities. The remaining emissions (4%) were generated from downstream processing of recyclable and non-recoverable materials.

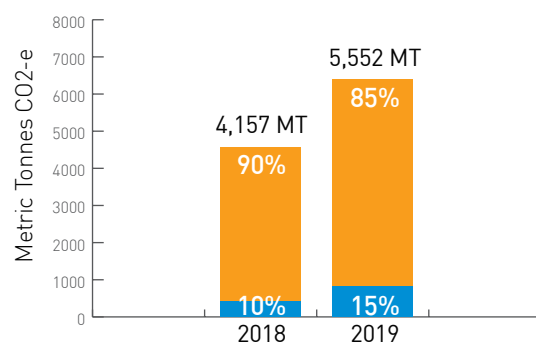
As we work towards decreasing natural resource consumption within our operating facilities, we recognise that Scope 3 emissions account for almost all greenhouse gas emissions. Although TES continues to expand its footprint to become more local and closer to our clients, we recognise that more can be done to understand how we can best address this issue.



TES started reporting its greenhouse gas emissions through the CDP supply chain program in 2016. Initially, the scope of reporting only included the Singapore operations. This was expanded the following year to include wholly owned operations globally. As operations have expanded, new facilities and acquisitions have also been incorporated. We remain committed to reporting through the CDP supply chain program.

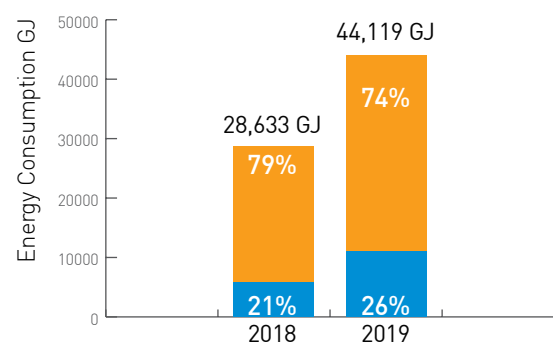
### Greenhouse Gas Emissions (Scope 1 and 2)

- Scope 1
- Scope 2



### Energy Consumption

- Fuel
- Electricity



## Environmental Compliance

In 2019, an environmental regulatory breach was identified at a facility in China. It was a maintenance issue of an air emission control system, that did not involve uncontrolled releases. The system was cleaned, with routine inspections and maintenance established to ensure no further recurrences.

Battery processing operations in development have been thoroughly assessed to ensure compliance, and that the highest standards have been applied to prevent pollution. We apply these protocols to all our e-waste and IT Asset Disposition (ITAD) facilities to protect the environment and communities in which we operate.

During the year, clients including many of the largest OEM's, financial service companies and hyper-scale cloud providers in the world, certification bodies and regulatory agencies conducted 128 Environmental, Health and Safety audits across our operations globally.

### Case Study

## Improved environmental outcomes through research and collaboration in Australia

TES' ongoing partnership with the University of New South Wales, Sustainable Material Research & Technology (SMaRT) Centre and the Australian Research Council Industrial Transformation hub in Australia develops solutions that transform low-value waste into high-value products. This supports our vision to find local solutions for problem waste streams such as printer, toner, glass, plastics and batteries, as restrictions tighten on export of waste materials.



TES hosted the Hon Sussan Ley, Federal Minister for the Environment, at our NSW facility to showcase a world-first product "Vitakets" made possible through a collaboration between TES, UNSW and Newcastle based steel maker, MolyCop. The use of mixed waste polymers in steelmaking delivers a sustainable alternative to current downstream waste to energy and road paving solutions with full material recovery of carbon, iron and other constituents' resident in toner and polymers. Other benefits include reduced electricity use and less dependence on virgin coke, and a higher recovery of steel potentially delivering millions in cost savings for the steelmaker.

# Innovation in the Circular Economy

TES has continued to provide innovative solutions and invest in environmentally responsible reuse and recycling of electronics.

Since it was founded in 2005, TES has engaged in circular economy practices, taking used equipment and material and preparing it for reuse. TES has moved beyond previous linear lifecycle approaches, becoming circular economy “medics” that give new life to materials and equipment beyond first use.

## Investing in reuse and recycling of lithium ion batteries

Electric vehicles (EV) are encouraged by national governments to reduce impacts of emissions from internal combustion engines. Increased demand is consuming lithium ion (Li-ion) batteries as the prime power source for this technology. TES is investing in effective and efficient recycling of Li-ion batteries at the end of the first use technology phase, recovering cobalt rich ‘black mass’ for supply back into new Li-ion battery manufacturing.

Our acquisition of Recupyl facilities in Grenoble, France will improve capability to receive and mechanically process Li-ion batteries in Europe. Additional investment to improve the site’s operations and throughput have commenced and is expected to be completed in 2020.

In 2019, TES began commissioning the world’s first integrated battery plant, “TES B”, in Singapore to reuse and recycle lithium batteries. This project uses the latest lithium battery recycling technology to process batteries from around the world, achieving the highest commodity grade resource recovery outcomes in the industry. Planned to open in mid-2020, it will also undertake testing and repurposing of retired batteries from electric vehicles. In addition to these battery facilities, investments are also planned in a battery energy storage solutions business which would extend our technical delivery capabilities for such technologies.



The facility has state-of-the-art equipment including shredders, separators and a chemical refining process to safely and responsibly process end of life batteries. It will cement our leadership position in the lithium battery recycling market and establish a foothold in the growing second life battery space.

## Case Study

# Second Life Battery Energy Storage Systems (BESS)

TES is working with strategic partners to develop and market BESS for commercial and residential markets. The product range will deliver scalable turnkey solutions utilising retired EV batteries for various on and off grid applications. This will facilitate accelerated adoption of renewable energy by lowering the cost of battery storage and shortening the return on investment. The use of retired EV batteries makes economic and environmental sense particularly when used for non-critical applications as many batteries still have up to 80 percent life left.

Storage technologies are necessary to stabilise the generation of electricity from wind and solar. Through our end of life management agreements with EV car makers, TES is well positioned to reliably deliver a complete circular offering that extends the life of Li-ion batteries in households and businesses whilst also closing the loop on scarce metal resources for manufacturing.

As the world shifts from fossil fuels to electrification of transportation and power generation from renewable power sources, our BESS will provide alternative power solutions for green energy plants, remote mining, telecommunication base transmission stations or virtual power plants. It will help clients achieve reductions in their operating cost through peak shaving, lower demand charges or by deferring capital investment in transmission and distribution infrastructure.



TES B facility equipped with second life containerised battery energy storage system

## Strategic investments and acquisitions

TES acquired several businesses in the UK and France to expand our ITAD capabilities and ability to deliver a broader range of sustainable services globally.

In March 2019, we acquired Technology Supplies International (TSI) in Burntwood, United Kingdom along with its e-commerce trade-in platforms Cash4Tech and Stock Must Go. These established businesses enable TES to access sales channels closer to the end user and offer high-end refurbishment capabilities to complement our growing portfolio of service offerings.

In July 2019, a leading ITAD services provider suddenly announced the closure of its ITAD operations. This opened an opportunity for TES to support the provision of ITAD services to its former clients seeking sustainable solutions for used and waste IT, electrical and electronic equipment.

In July 2019, further acquisitions were made in France:

- **Intelligence En Direct** (Villeneuve La Garenne, Paris, France) an established provider of managed services and maintenance of IT equipment
- **Integration and Services** (Senonches, France) have been involved in integrating systems and providing IT test and repair services for more than 25 years

In December 2019, TES USA announced the creation of a new ITAD facility serving Washington-DC, reaffirming our commitment to providing full lifecycle IT solutions in the USA and globally. The investment of \$1.3 million would create approximately 25 jobs and was hailed as great news for the region and state.





# Data Security

Data security is a key priority across both TES and client sites.

It is an increasing concern for organisations, with increasing liability costs for breaches of data confidentiality across many jurisdictions and data protection laws introduced to protect personal data from unauthorised persons.

TES has not recorded a single data breach across any of its sites. In 2019, TES prepared in excess of 1 million data bearing devices for reuse. We continue to focus on reassuring clients that no data remains on any device prepared for reuse.



## Protecting Data

TES has sophisticated and layered security approaches to protect both clients and our own data.

- International Standards – many ITAD sites are certified to best practice information security management systems standard, ISO 27001. This requires assessment of the security provisions at each site to mitigate risks for physical security, cyber security and develop documented security procedures and controls.
- Physical Security is provided by restricting access to TES sites, perimeter fences and secure internal areas, alarms, CCTV and guards for out of hours security. Employee access is restricted at each site, with limited exposure to data bearing devices until they are processed.
- Process Security – each data bearing device is tracked, and data sanitised or destroyed to NIST800-88 standards before the device leaves TES.
- Certification to ISO 27001 requires TES to carry out its own internal audit programme to verify compliance with national regulations, laws and TES policies.
- Certification means independent third-party certification bodies also carry out audits to verify compliance – for security and environmental, health and safety and quality standards to which TES are certified.
- Additionally, many TES clients carry out their own security audits of TES facilities to verify their own data protection requirements are met. TES welcome such audits as a means to verify our security processes are current and maintained.
- Any potential issues identified in an audit are evaluated to determine if processes can be improved, even if the improvement is more than our certification requirements for compliance.

In 2019, TES sites worldwide received 94 audits from clients or their third-party audit specialists to verify TES have processes and procedures in place to protect their data.

## Destroying Data

Data stored on IT devices are treated to render the data irretrievable.

- Data sanitising software has been developed to comply with Government Security Services' criteria to demonstrably overwrite data stored in a device's IT memory, so nothing remains. Approved tools are used and certificates retained to confirm every data bearing device has been sanitised of data. This service facilitates reuse of IT hardware.
- Data media storage devices which cannot be assuredly sanitised of data are physically destroyed.
- As an interim measure, data media may be disabled (eg drilled) so the data cannot be recovered easily.
- Magnetic media may be degaussed prior to physical destruction.
- Mechanical shredding into fragments may be used to facilitate material separation, for most IT material.
- Precious metal recovery activities such as smelting and hydrometallurgy will ensure that shredded fragments of electronic circuit boards are completely and appropriately treated.



# Our people

Our commitment to operating sustainably benefits our people and communities where we operate.

We protect the fundamental human rights of employees, provide fair working conditions and ensure a safe and healthy work environment. We also recognise the value that a diverse, inclusive and developed workforce brings in helping our business grow and innovate in the circular economy.

Our goal is to integrate with the communities that we work in, to build trust and foster a culture of inclusion and diversity. We want employees to be proud to work for TES and the role they play in the overall success of our business.



## Diversity and Talent

TES employs 1,705 people across 20 different countries. One third (31.9%) of senior managers within TES are women, with the Asia Pacific region leading. This is an impressive achievement, considering the global workforce is predominantly male (68.1%), and when compared to the industry. We are committed to enhancing gender diversity and reviewing recruitment and promotion policies to increase our talent pipeline, across all levels. A Diversity and Inclusion Committee has been proposed to provide global oversight and drive our agenda forward.



Employee turnover was 29.1 percent, a decline of 12.8 percent. In Singapore, there was a 10 percent decline in employee turnover. This demonstrates success in several initiatives to improve employee retention including improved engagement and higher employment standards, and a program to reduce the administrative burden of foreign labour (see case study below). We will continue to monitor and refine these efforts to ensure continued decline.

TES is committed to developing our employees to keep skills current and ready for our changing operations. In 2019, we delivered 11,167 hours of employee training globally. The total number of training hours declined, and on further review, was caused by under reporting. Internal processes will be reviewed to ensure more accurate collection of information. We will continue to improve our training and development program and establish targets.

### Case Study

## Reviewing foreign labour hiring practices

Meet Guo Wei, who comes from Jilin Province in China and is a Factory Worker, working in the Engineering department of TES in Singapore since November 2017.

In 2018, following a review of our foreign labour hiring policy, taking on board clients requirements and the guidance of the Responsible Business Alliance (RBA), TES Singapore made the decision to reimburse agency fees to our workers for travel, medicals and permits. For each worker, this can be equivalent to 6 months' salary.

Guo Wei is one worker who benefitted from this decision. He had seen TES jobs advertised through a China Employment Agency and borrowed the cost of travel to Singapore and a work permit from his elder brother. He is the second eldest of 4 children. He sent some earnings home to China to support his family and pay off his debt. When TES gave him back the money he had spent on travel and fees, he was able to pay off his loan and send additional money to his family. He is also saving to get married and have a better life in Singapore.

Guo Wei said he is very happy to work in TES because the company really takes care of his welfare.

“There are days when we are treated to nice bento meals, local tradition food such as Nasi Lemak and Teochew food and other days when we would be given lots of fruits such as durians and other tropical fruits for snacks. Even during periods when the economy had slowed down significantly, our company still provided us several times additional wages and allowances to help us and our families pulled through that difficult period.

Our boss, Mr Terence Ng, is a very good boss. He often visits the shop floor to check on us. He would ask if we were doing fine or if there was anything which we needed to feedback to him or required assistance. He is approachable and we know we can go to him anytime if we meet any difficulty.”



## Health and Safety

Health and safety is a core value for TES, and we recognise that there is more to be done. In 2020, health and safety targets and regular performance reporting will be established at all operating facilities. Training programs will be reviewed and enhanced, and we will continue to drive hazard identification and reporting, and conduct regular audits.



TES has established management systems, procedures and safety programs that align with our Code of Conduct and Sustainability Business Principles. Health and safety performance is reviewed by the regional Environmental, Health and Safety Committees, and serious incidents are reported to the ECC.

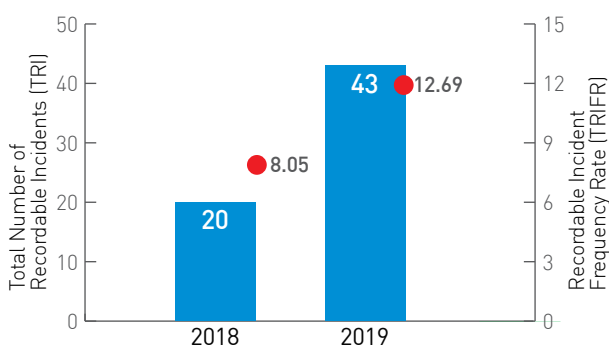
Management systems at our facilities are certified to the OHSAS18001 standard. In 2019, our facilities located in Europe, shifted to the new management system standard, and are now certified to ISO45001 Occupational Health and Safety Management Systems. The remainder of our facilities will be ISO45001 certified in 2020.

In 2019, hazard identification and reporting was implemented to reduce incidents and strengthen our safety culture. We also significantly improved incident reporting protocols. It has given us better data, however resulted in an increase in incidents for 2019 as restricted workdays and incidents requiring medical treatment are now counted.

In 2019, TES did not have any work-related fatalities, and has not had any since operations commenced in 2005. The total recordable incident frequency rate (TRIFR) performance was 12.69 per million hours worked. This translated to 43 work-related recordable incidents. The lost-time incident frequency rate (LTIFR) performance over the period was 9.74 per million hours worked. This translated to 33 work-related incidents. In 2019, there were no material compliance breaches, fines or penalties.

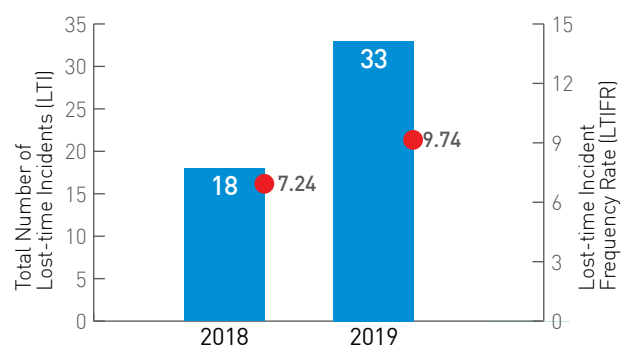
### Total Recordable Incidents

- Number of Incidents
- Frequency Rate



### Lost-time Incidents

- Number of Incidents
- Frequency Rate



In 2020, we will review health and safety governance, establish targets and drive performance reporting. We will also focus on better data to review and implement appropriate activities to reduce hazards and incidents.

# Corporate Citizenship

We identify opportunities to support local communities and organisations.

TES is committed to integrating with the communities where we are located to identify opportunities to support local organisations and engage in activities. This report features some of our ongoing corporate social responsibility (CSR) activities in various countries.

Our aim is to encourage teams to become involved and expand our engagement activities globally. From eco-education activities since 2012 involving over 50,000 participants to hands-on support of earthquake and flood disaster relief support, TES is and will be there to lend a hand.

## Case Study

### Supporting Special Needs Students

During the Lunar New Year, TES staff in Singapore volunteered to take 86 children between 6-18 years old from the Metta School on a sponsored shopping spree. Metta School was established to provide special education to children with mild intellectual disability and autism. The shopping spree and lunch was well appreciated by the ecstatic kids who went home with smiles and sports gear from a sporting goods superstore.

The partnership with Metta School has been long standing since 2009. Over the years TES has helped spread joy to hundreds of children with special needs through the organisation of such events.

Terence Ng, Group Executive Chairman said:

“At TES, we firmly believe in developing a culture of integrating business and employee’s personal values. Participation in these events represents an opportunity for us to manifest the embodiment of our corporate philosophy, making these shared values come alive.”



## Case Study

# Social Enterprise Partnership in Australia

In Australia, TES has partnered with National E-waste Alliance (NEWA) to provide jobs and positively impact the lives of people with disabilities for over half a decade. This involved establishing financially sustainable e-waste recycling social enterprises nationwide. These enterprises have recycled over 25 million kilograms of end-of-life televisions and computers under the National Television and Computer Recycling Scheme.



Alvin Piadasa, Group Environmental Sustainability Director said Australian disability enterprises are uniquely suited to e-waste recycling services.

“The work is manual, interesting and achieves high levels of resource separation. It is satisfying to witness and contribute to upskilling and the acquisition of new expertise which is always relished by eager staff. We are proud of our association with NEWA and their members in enabling access to e-waste services across the country for our clients whilst creating meaningful and ongoing impact to the lives of disadvantaged people in the community. This program is a true example of a triple bottom line approach for TES.”

## Social enterprise Greenacres employee celebrates 20-year anniversary

Dugald Smith, who has cerebral palsy, celebrated 20 years with Greenacres in 2019. His interest in machinery and working with his hands has made him an important part of the Greenacres e-waste team. Working in a variety of roles, Dugald has said it has provided him with great opportunities.



“I was so happy when Greenacres started working with e-waste because I really like this kind of work. It is so satisfying taking apart a big machine like a printer and being able to recycle the different parts so that it doesn't just end up in landfill.

I am a single Dad of four and raising two of my daughters (14-year-old Jessie and 11-year-old Summer) by myself. Greenacres has really supported me, not just at work but in my family life as well. My kids love coming to all the Greenacres events like Picnic Day and the Christmas Party - everyone knows them and they have a lot of fun.”

Greenacres General Manager, John Harvey said the Greenacres e-waste division has seen significant growth since its inception, expanding to take advantage of the growing commercial e-waste market.

“One of the reasons I have been with Greenacres for so long is because they trust you to get on with the job but are always there with support if you need it. With increasing offshore manufacturing and packaging shrinking the traditional customer base of Disability Enterprises, the opportunities that have resulted from the National E-waste Alliance partnership with global leader TES, Greenacres has been able to diversify into a new area of business. Unlike other contracts which come and go, e-waste is growing and sustainable and we can see it becoming a cornerstone of our operations.”

# Summary of indicators

Our Company	2019	2018
<b>Company Facts and Figures</b>		
Number of employees worldwide	1705	> 1,400
Number of employees for scope of performance reporting	1705	1,172
Number of countries for scope of performance reporting	20	8
Operational sites	37	19
<b>Ethics and Business Conduct</b>		
<b>Policies and Procedures</b>		
<b>Communication</b>		
Number of senior leaders that anti-corruption and other ethics policies and procedures have been communicated to	102	56
% of senior leaders that anti-corruption and other ethics policies and procedures have been communicated to	100%	100%
Number of employees that anti-corruption and other ethics policies and procedures have been communicated to	1705	1094
% of employees that anti-corruption and other ethics policies and procedures have been communicated to	100%	98%
<b>Training</b>		
Number of senior leaders that received training on anti-corruption and other ethics policies and procedures	7	56
% of senior leaders that received training on anti-corruption and other ethics policies and procedures	13.5% <sup>1</sup>	100%
Number of employees that received training on anti-corruption and other ethics policies and procedures	583	1094
% of employees that received training on anti-corruption and other ethics policies and procedures	100% <sup>1</sup>	98%
<b>Ethics and Business Conduct Compliance</b>		
Number of confirmed breaches of Code of Conduct	0	2
Number of confirmed incidents in which employees were disciplined or dismissed for breaches of Code of Conduct	0	1

<sup>1</sup> Refers to all new employees trained. The Sustainability Committee is reviewing the applicability of this indicator for future years.



Protecting the Environment	2019	2018
<b>Environmental Compliance</b>		
Number of breaches of environmental laws and/or regulations	1	0
Total value of environmental fines received from breaches of laws and/or regulations	< 40,000	None
Number of unplanned environmental releases	0	0
Number of environmental complaints	0	0
<b>Energy and Greenhouse Gases</b>		
Total energy consumption (gigajoules)	44,1189 GJ	28,633 GJ
Total energy consumption by type:		
Electricity (gigajoules)	32,656 GJ	22,761 GJ
% Electricity	74%	79.5%
Fuel (gigajoules)	11,463 GJ	5,872 GJ
% Fuel	26%	20.5%
Greenhouse Gas Emissions in metric tonnes of CO <sub>2</sub> equivalent emitted		
Scope 1 and 2	5,552 MT CO <sub>2</sub> equivalent	4,157 MT CO <sub>2</sub> equivalent
Scope 3	271,589 MT CO <sub>2</sub> equivalent	2,228 MT CO <sub>2</sub> equivalent <sup>3</sup>
<b>Electronic Material Management</b>		
Total volume of electronic materials received (metric tonnes)	70,000 MT	55,000 MT
Management of materials:		
% Reused, recycled and recovered	98.7%	99.1%
% Landfill	1.3%	0.9%

Our People	2019	2018
<b>Employment<sup>2</sup> and Diversity</b>		
Total number of employees (as at 31/12)	1705	1172
Workforce by Gender (as at 31/12):		
% Females	31.9%	37.3%
% Males	68.1%	62.7%
Number of women leaders in the company	33	20
% Women leaders in the company	32.4%	35.7%
Workforce by age:		
% < 30 years old	26.9%	27.4%
% 30-50 years old	60.0%	58.0%
% > 50 years old	13.1%	14.6%

<sup>2</sup> Information provided is based on full-time employees

<sup>3</sup> Scope 3 reporting did not include emissions from transport of electronic materials using third-parties

	2019	2018
<b>Recruitment and Redundancy</b>		
Number of employees recruited	484	484
Rate of new employees recruited	28.4%	41.3%
Rate of new employees recruited by age:		
% < 30 years old	50.0%	51.4%
% 30-50 years old	42.6%	42.0%
% > 50 years old	7.4%	6.6%
Rate of new employees recruited by gender:		
% Males	71.1%	70.7%
% Females	28.9%	29.3%
Number of employee turnover	497	491
Rate of employee turnover	29.1%	41.9%
Rate of employee turnover by age:		
% < 30 years old	53.0%	41.9%
% 30-50 years old	41.0%	51.6%
% > 50 years old	6.0%	6.5%
Rate of employee turnover by gender:		
% Males	75.3%	68.2%
% Females	24.7%	31.8%
<b>Training and Development</b>		
Number of hours of training for employees	11,167	15,130
Average hours of training per employee	6.5	12.9
Average hours of training per employee by age:		
< 30 years old	9.4	17.8
30-50 years old	5.8	15.0
> 50 years old	4.0	11.0
<b>Health and Safety</b>		
Number of hours worked	3,389,080	2,484,943
Total number of work-related fatalities	0	0
Total number of work-related lost-time incidents (LTI)	33	18
Lost-time incident rate – LTIR (per 1,000,000 hours worked)	9.74	7.24
Total number of work-related recordable incidents (TRI)	43	20
Total recordable incident rate – TRIR (per 1,000,000 hours worked)	12.69	8.05

# How we report

## Scope and Boundary

The information presented in this report is from all TES controlled sites that were operating in FY2019. The scope of our reporting does not include our partners or joint venture operations.

The report has been prepared in general accordance with the framework and standards of the Global Reporting Initiative (GRI). The indicators adopted are detailed in the 'GRI and Other Index' Section.

## The Path Forward

The Sustainability Report for 2019 represents the second year of the TES reporting journey, and highlights the progress we have made in regard to our reporting standard and how we demonstrate our values and communicate our goals and ambitions.

We will continue to refine and improve our reporting standard, as part of our annual management review within the Sustainability Committee.

# GRI and Other Index

## Topic-specific Standards

Indicator	Description	Level of Disclosure	Location of Disclosure
205	Anti-corruption	Partial - 205-2a, b and d; 205-3a and b	Page 9
307	Environmental compliance	Partial – 307-1	Page 13
401	Employment	Partial – 401-1	Page 19
403	Occupational health and safety	Partial. Internal reporting standard (based on OSHA and CSHS) – 403-9, 10	Page 21
404	Training and education	Partial – 404-1	Page 20
405	Diversity and equal opportunity	Partial – 405-1	Page 19

## Other

Indicator	Description	Level of Disclosure	Location of Disclosure
	Property Damage Incidents	Internal reporting standard	Page 21
	Energy and Greenhouse Gas Emissions	Internal reporting standard, based on WRI The GHG Protocol, A Corporate Accounting and Reporting Standard (WBCSD and WRI)	Page 11



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