

## **2017 Corporate Social Responsibility Statement & CSR Performance to 2017 Objectives and Setting 2018/2020 Targets**

Teleplan is a leading lifecycle care solutions provider for technology products. Lifecycle care ranges from simple repairs to highly sophisticated technological and electronic solutions supported by innovative, in house developed screening and testing solutions.

Headquartered in Amsterdam/Schiphol, the Netherlands, Teleplan has a global reach of over 120 countries and has service center locations in Europe, Americas and Asia Pacific and employees 5,000 people.

Teleplan has a vital role in mitigating the environmental impacts of electronics and technology products. The focus on innovative test solutions and through the provision of repair services and, in the instance when a repair cannot be made, the recovery, reuse, recycling or safe disposal of components and materials, Teleplan enables its customers - major consumer electronics brands, retailers, operators, data centers and insurance companies - to manage faulty, damaged and waste products thereby prolonging the life of the product.

Teleplan has identified the environmental and social aspects of its business. Principally these are:

- innovation of services and solutions to extend product life
- meeting the highest ethical standards in the conduct of the business.
- creation of an equal opportunity, diverse and inclusive workplace in which employees are treated fairly and with respect and have the opportunity to develop and prosper
- ensuring the health, safety, and well-being of employees and the facilities in which they work
- the judicious consumption of energy
- the responsible management of waste
- charity fund raising and engagement with the community.

Teleplan maintains its certifications to international standards. The three principal standards it works to are the environmental standards ISO 14001, health and safety OHSAS/ISO18001 and quality ISO 9001. A number of Teleplan's facilities are working towards certification to internationally recognized e-waste management standards notably WEEELABEX in Europe and R2 in the Americas.

The company has analysed its energy consumption. Investment in energy efficient equipment has been made at the larger facilities and opportunities to further reduce energy consumption are continually reviewed. Teleplan participates in the Carbon Disclosure Project (CDP) Supply Chain Initiative.

Many of Teleplan's customers are members of the Responsible Business Alliance (RBA – formerly the Electronics Industry Citizenship Coalition (EICC), a coalition of the world's leading electronics companies which works with a common code of conduct to improve social, ethical and environmental responsibility in the global electronics supply chain. The code is applied through a process of self-assessment and auditing. Teleplan recognises the importance of meeting customers' requirements to ensure an ethical supply chain. The company has qualified RBA Labor and Ethics Lead Auditors in each operating region and an ongoing program of self-assessment, third party audits and improvement plans. Teleplan participates in the EcoVadis Supplier Sustainability Index and has achieved a Gold rating. It is a signatory to the UN Global Compact and in 2017 published its Communication of Progress (COP) on the UN Global Compact website.

The Teleplan Code of Conduct is published on the Teleplan corporate website and communicated to employees when they join the company. The Code includes information on how to raise concerns, issues or suspected violations of the Code. Employees confirm their understanding of the Code and compliance to it through a written sign off process which is managed by Human Resources.

The Teleplan Management Board receives an annual report of key performance data pertaining to the management of the company's environmental and social impacts. An annual CSR Report is published on the Teleplan website detailing progress against the targets set in 2017.

To ensure continual improvement in the management of the environmental and social aspects of the business the table below details the CSR objectives, progress made in 2017 and targets agreed for 2018 and 2020.

OBJECTIVE	ACHIEVEMENT 2017	TARGET 2018	TARGET 2020
<b>INNOVATION OF SERVICES AND SOLUTIONS TO EXTEND PRODUCT LIFE</b>			
Teleplan to be a leader and driver in the transformation to a circular economy, providing value creating services and solutions.	<ul style="list-style-type: none"> <li>Advised and supported key customers on their CE journey</li> <li>Participated in and contributed to relevant CE workshops and conferences.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to be a thought leader in relation to Circular Economy</li> <li>Contribution to an HDD re-use academic research with iNEMI and leading a co-project on data storage devices re-use.</li> </ul>	Develop and implement solutions tailored to specific technologies and customer requirements
Teleplan to demonstrate its commitment to circular economy through its own practices.	<ul style="list-style-type: none"> <li>IT Mobile Device Policy amended to affirm the provision of refurbished (not new) mobile phones for eligible employees</li> <li>94 eligible employees have been equipped with refurbished mobile devices</li> </ul>	Continue program to equip new Teleplan employees with refurbished devices and replace outdated phones of existing employees with refurbished mobile phones sourced from one of Teleplan's mobile centers of excellence	Establish a program to equip all Teleplan employees with refurbished mobile devices when a replacement is required.
<b>ETHICAL CONDUCT OF THE BUSINESS</b>			
Ensure the highest ethical standards in the conduct of our business	<ul style="list-style-type: none"> <li>Teleplan Code of Conduct awareness and understanding integral to the new employee induction process</li> <li>Employee whistle blower and helpline maintained to promote compliance with the Teleplan Code of Conduct</li> </ul>	Ongoing management to ensure compliance with the Teleplan Code of Conduct.	
Exceed customer expectations in the ethical, social and environmental management of our business	<ul style="list-style-type: none"> <li>Achieved EcoVadis Gold rating in 2017</li> <li>Undertook RBA customer audit at one service center</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of Environmental Impact Estimation Tool as part of our Value Recovery Solutions (VRS) and its reporting</li> <li>Maintain EcoVadis rating</li> <li>Meet all customer ethical, social and environmental audit requirements</li> </ul>	
<b>CREATION OF AN EQUAL OPPORTUNITY, DIVERSE AND INCLUSIVE WORKPLACE IN WHICH EMPLOYEES ARE TREATED FAIRLY AND WITH RESPECT AND HAVE THE OPPORTUNITY TO DEVELOP AND PROSPER</b>			
Ensure employees are engaged and motivated to make optimal contribution to the prosperity and success of the business	Determined the optimal ratio of temporary contract to permanent employees in the Americas region.	Apply the learning and optimal ratio of temporary to permanent employees in Europe and APAC regions. Maintain and continue to optimise the ratio in the Americas	Achieve optimal ratio of temporary vs. permanent employees across Teleplan global operations
<b>HEALTH AND SAFETY OF EMPLOYEES AND FACILITIES</b>			
Ensure a safe workplace and minimise workplace accidents	Further enhanced and maintained OHSAS 18001 certification at 8 service centers across the world. Dallas service center achieved certification in 2017	One additional OHSAS 18001 certified service center	
<b>CONSUMPTION OF ENERGY</b>			
Compliance with international environmental management standards	Further enhanced and maintained ISO 14001 certification at 10 service centers	Achieve ISO14001 at one additional service center	
Manage use of energy in major sites efficiently	Energy consumption decreased as a result of local energy reduction programs such as introduction of LED lighting, air conditioner usage control and/or installation of central ventilation system	Adopt an energy consumption ratio appropriate to the business to facilitate analysis and management of energy consumption.	Reduce overall energy consumption by a percentage informed by the energy reduction program
Reduce CO2 emissions	Participated in the CDP Supply Chain program for the third year	Evaluate opportunities to source alternative energy sources  Implementation of Environmental Estimation Tool as part of Teleplan's VRS solution	Reduce CO2 emissions by a percentage informed by the opportunities available to source alternative forms of energy.
<b>MANAGEMENT OF WASTE</b>			
Compliance with international waste management standards	Achieved R2 Sustainable Electronics Recycling standard at four additional service center locations in the Americas and Asia Pacific region.	Achieve certification to the WEEELABEX standard at one site in Europe.	Extend recycling standards and licenses to global footprint
Optimise the recovery, reuse and recycling of operational and customer waste	94% of Teleplan and customer-owned materials, parts and equipment recycled.	Standardize downstream waste process at service center level as a key milestone in the development and implementation of the Zero Waste to Landfill program	Zero waste to landfill program implemented at major service centers
<b>ENGAGEMENT WITH THE COMMUNITY</b>			
Facilitate employee charity fund raising and volunteering	Introduced matched funding to promote and encourage employee charity fund raising	Partnership with a charity at Corporate level and initiate related local matched funding activities	Maintain matched funding to promote and encourage employee charity fund raising

The Teleplan CSR program is signed off by the Chief Executive Officer François Lacombe, led by the senior management team in the operating regions and executed by the operational management teams in the service centers.

Schiphol, June 4<sup>th</sup>, 2018

A handwritten signature in blue ink, appearing to read 'Lacombe', with a horizontal line underneath.

**François Lacombe**  
**Chief Executive Officer**