

Teleplan CSR Annual Report 2017

UN Global Compact Communication on Progress

1. Statement from Chief Executive Officer François Lacombe

We are a company that is passionate about enhancing the lifecycle of electronic products, their components and materials and keeping their highest utility and value at all times.

Through our CSR section on our website and our annual CSR report we provide a detailed look at the progress Teleplan has made in our key priorities: transition to circular business processes, value recovery solutions, environmental responsibility and ethical sourcing - in addition to areas such as human rights and more. We also communicate our CSR vision for the future which includes ambitious, measurable goals for innovating services and solutions to extend product life and value recovery; creating an equal opportunity, diverse and inclusive workplace; promoting and encouraging employee charity fundraising through matched funding among other important CSR targets.

At the beginning of 2017 we evolved our Corporate Vision statement to better reflect our business focus - "Leading the Circular Economy for electronics through innovative diagnostic, repair and value recovery solutions". We have been engaged in the circular economy movement for two years now and play an important role in enabling circularity for our clients and demonstrating our thought leadership position as the first, and still only, after market services provider in this movement. Our focus on innovating test solutions for multiple technologies is key to extending product life and the value recovery solutions which are our strategic priority will deliver the benefits of a circular economy.

We have made good progress and gains over the past year and we look forward to sharing these developments in this report. From April 2018 onwards we will be supporting "Lessons for Life", a significant step in our CSR journey. Lessons for Life is a children's' charity that funds educational projects in Africa. The ethos is that education changes everything and that every child, no matter where they are born, has the right to a quality education that equips them for life. Our monetary contribution is assigned to Child Aid in Uganda and will directly support children to attend and stay in school and benefit from school and classroom improvements.

Working with Lessons for Life is a great privilege for us all at Teleplan. We hope our donation, fundraising efforts and future support can contribute towards the education of individuals who can use their newly learned skills to benefit others. Additionally, we will work with Lessons for Life to further spread awareness of their beliefs and grow their support.

By living our three values Leading, Unifying and Caring as well as acting with purpose we continue to evolve our CSR story.

François Lacombe

Chief Executive Officer

2. Introduction

Teleplan provides lifecycle care solutions for technology products. The company's expertise is in extending the lifecycle of electronic devices through the provision of a range of services which include customer care and reverse logistics; screening and testing; parts management; repair, refurbishment and resale. When the product lifecycle cannot be extended, parts and materials are harvested and reused or disposed of responsibly.

The company has been in operation for 35 years. Headquartered in Amsterdam, the Netherlands, Teleplan supports customers in over 120 countries from its service centers in Europe, the Americas and Asia Pacific and employs 5000 people. Working closely with its customers, leading consumer

electronics brands, operators, retailers and e-tailers as well as insurance companies the company is continually innovating to ensure its services keep up with advances in technology.

Teleplan plays a vital role in mitigating the social and environmental impacts of the global consumer electronics industry. Sustainability is at the core of the business in the development and provision of services which keep products in use for as long as possible and maximise the value of parts and materials at end of life.

Teleplan's experience, expertise and proven track record in providing leading electronics brands with after-market services which optimise the value and utility of their products means it is well placed to take a leadership role in the global movement to transform to a circular economy. Teleplan was the first after-market services provider to become a member of the Circular Economy 100 Network in 2016.

Teleplan's commitment to sustainability is underpinned by the management of the ethical, social and environmental impacts of the business. Principally these are:

- innovation of services and solutions to extend product life and maximise recovered value
- 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 facilities
- the judicious consumption of energy
- the responsible management of waste
- charity fund raising and engagement with the community

Teleplan manages these impacts through systems and procedures which are integral to day-to-day operations. The company maintains certification to internationally recognized standards.

The company has a comprehensive Code of Conduct, translated into seven languages and fully disseminated across the organization.

It works to the Responsible Business Alliance (RBA) code formerly known as Electronics Industry Citizenship Coalition (EICC). RBA is 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.

Teleplan recognizes the importance of meeting customers' requirements to ensure an ethical supply chain and has set the RBA Code as the standard it works to.

It is assessed annually by EcoVadis and has achieved a Gold rating for the past two years. It is a signatory to the UN Global Compact and publishes a Communication of Progress (COP) on the UN Global Compact website each year.

The Teleplan Management Board agrees objectives and targets to ensure that the social and environmental impacts of the business are managed appropriately. A report on progress towards the

achievement of these targets is made to the Management Board annually. The annual CSR report is published on the Teleplan website.

3. Teleplan's CSR journey and achievements to date

2013 CSR charter defined and published, EICC Code of Conduct adopted	2014 CSR KPIs agreed and reported	2014 Teleplan Code of Conduct translated into 7 languages	2014 EcoVadis Bronze rating	2014 EICC Labor and Ethics Lead Auditors trained and qualified	2014 First annual CSR report published	2015 EcoVadis Silver rating	2015 Participate in CDP (Carbon Disclosure Project) Supply Chain
2015 Signatory to UN Global Compact	2016 Join Circular Economy 100 Network	2016 EcoVadis Gold rating	2016 UN Global Compact report published	2016 Circular Economy customer experience center opened	2016 Circular Economy White Paper published	2016 Circular Economy Product Passport piloted	2016 Authorised Treatment Facility (AATF) achieved at UK service center for the treatment of e-waste
2017 Ecovadis Gold rating	2017 CE 100 network 3D printing of parts project led by HP	2017 Kicked off process of eliminating single use plastics in Teleplan's supply chain ecosystem	2017 Teleplan awarded Cisco Sustainability Award	R2 electronics recycling standard achieved at four service centers	Matched funding for employee charity fund raising launched	2017 UN Global Compact report published	94% of Teleplan and customer-owned materials, parts and equipment recycled

4. Innovation of services to extend product life

Launch of mobile ecosystem platform

Innovation is at the core of Teleplan's focus on extending product lifecycle. The continuous development of testers and solutions which reduce test cycles, increase levels of automation, improve productivity and output quality, and are controlled and verified through collected data points ensure after-market services are cost effective and deliver customer satisfaction.

In 2017 Teleplan deployed its full functional and automated smart phone testing platform with Revolution and Nest at its service center locations in Europe, North America and Asia Pacific and also at customer premises and third party logistic hubs. This smart phone testing platform provides consistent, reliable and objective testing for Android and IOS based smart phones. It delivers increased productivity and fault detection accuracy and reduces test times by up to 70%. The high quality, objective, flexible, repeatable, full functional testing enables the diagnosis of a fault and the right disposition decision in respect of repair, refurbishment, same unit return, swap, resell or recycle. Test results can also be used to improve upstream fault detection in customer service processes and in the new build environment thus contributing overall to reducing returns and extending product life. Early in 2018 Teleplan unveiled Optiline, an objective grading tester, which can determine the physical and optical condition of any mobile phone or other electronic device surface.

Working with customers on bespoke solutions to reduce waste and operationalise circular economy principles

In October 2017, Teleplan joined six other major suppliers of Dutch telecommunications company KPN including global network manufacturers and supply chain and recycling companies, in a commitment to ensure all new KPN network and consumer hardware is designed to last longer, produced using less virgin raw materials, and built in such a way that close to 100% of the parts and resources can be reused or recycled by 2025. This 'Circular Economy Manifesto' also looks into existing KPN hardware installed internally and externally to recover value from devices and parts which can be still used. The goal is to extend the lifecycle of products, delivering benefits to KPN's ecosystem including its employees, its customers, investors and other stakeholders in their supply chain.

Teleplan is supporting the operationalisation of circular economy principles through its diversified offering of value recovery solutions for storage, networking and Customer Premises Equipment (CPE) products. Since Teleplan processes over 65% of the worldwide Return Merchandise Authorisation (RMA) returns of Hard Disc Drives (HDD) for Western Digital, Seagate, Toshiba and HGST the opportunities for extending product life and value recovery in this niche segment are significant and impactful...

Leading thought leadership in Circular Economy discussions

The Circular Economy 100 network is a global platform bringing together leading companies, emerging innovators and regions to accelerate the transition to a circular economy. A circular economy is an economic model in which resources are kept in use for as long as possible, the maximum value is extracted from them whilst in use, and products and materials are recovered and regenerated at the end of life.

Teleplan was the first and still is the only company operating in after-market services that has joined the CE 100 network. During 2017 Teleplan moderated Circular Economy Panels in Las Vegas and Amsterdam as part of the company's Reverse Logistics Association engagement.

The annual customer appreciation day held in November in the Netherlands was also focussed on Circular Economy with Markus Laubscher, Subject Matter Expert on Sustainability and Circular Economy at Philips as one of the guest speakers.

Sustainability focus recognized by Cisco with Sustainability Award 2017

Teleplan has been awarded Cisco's "Sustainability Award". This prestigious award recognizes Teleplan for demonstrating sustainability leadership above and beyond standard sustainability practices, and leading the industry through their approaches to reduce negative environmental impacts and raise positive social impacts. The distinction was awarded during Cisco's 26th Annual Supplier Appreciation Event.

5. Used and refurbished electronic devices – an established and growing market

As new consumer electronic devices are launched on to the market, increased numbers of old, disused, or discarded electronics are disposed of well before the end of their useful life creating a waste management issue and depleting vital resources. Optimal recycling and material recovery schemes are critical to dealing with this increasing waste mountain but prolonging the life cycle of these devices through the sale of refurbished ("second-hand") devices is becoming an established and growing market. For example the second-hand mobile phone market is expected to grow 4-5

times faster than the overall smartphone market. It is estimated that more than 120 million devices will be resold or reused in 2018, representing a global market worth US\$17 billion.*

Innovation and new technologies are creating exponential growth in consumer electronics and exacerbating these issues. Virtual Reality headsets for example are predicted to create a \$2.8 billion market by 2020, compared to around \$37 million in 2015. With this influx of new devices, manufacturers and retailers have a responsibility to ensure that electronic products pass back into the manufacturing cycle and components re-enter the supply chain.

The after-market services Teleplan provides promote consumer confidence in buying used products. Services which include rigorous automated and objective testing, verification processes and data deletion compliant with recognised industry standards.

*Estimates based on Teleplan research and publically available data

6. Ethical Conduct of the business

Teleplan Code of Conduct

The Teleplan Code of Conduct prescribes the important legal and ethical principles that all Teleplan employees, managers and directors must observe in conducting the company's business. It provides a standing guide for handling business situations and determining key business decisions and actions in an honest, ethical and professional manner.

Teleplan's Code of Conduct is published on the corporate website and communicated to employees when they join the Company. It is translated into the seven principal languages used across the company and 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.

Teleplan has an established whistle blowing policy and procedure which ensures that any individual can report in confidence and without fear of reprisal, actual or alleged breaches of the Teleplan Code of Conduct. Reports are managed by the General Counsel. There were no unresolved issues in 2017.

Teleplan achieves a Gold rating in leading ethical standards assessment

Teleplan has participated in the social and environmental assessment survey operated by EcoVadis, the leading and highly respected organization in this field, for each of the last four years and in 2017 maintained the Gold rating achieved in 2016. This reflects a comprehensive and ongoing improvement program and places Teleplan in the top 5% of the organizations EcoVadis assesses.

Teleplan working to international standards

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.

Teleplan recognizes the importance of meeting customers' requirements to ensure an ethical supply chain and has set the RBA Code as the standard it works to.

To ensure that Teleplan has appropriately trained people to lead the process of assessment and

audit to the RBA Code three members of the Quality Management team are qualified RBA Labor and Ethics Lead Auditors.

RBA and SEDEX Members Ethical Trade Audits (SMETA) are undertaken on an ongoing basis and were conducted at two of Teleplan's service centers this year.

Teleplan maintains its certification to international standards. The three principal standards it works to are the environmental standard ISO 14001, health and safety OHSAS/ISO 18001 and quality ISO 9001. In 2017 the service center in Dallas achieved certification to ISO 14001 and OHSAS/ISO 18001.

Ethical supply chain

Teleplan expects its major local and regional suppliers to be aligned with and meet the social, environmental and ethical standards of the RBA Code of Conduct. This is the standard to which the company works and which has been adopted by many of its customers.

Teleplan provides its customers with service solutions which range from simple repairs to highly sophisticated technological and electronic solutions. The units and components required to undertake these service solutions are purchased primarily from the Original Equipment Manufacturer (OEM) or from a supplier designated by the OEM. In these instances, which are the bulk of Teleplan's activity, Teleplan does not determine the supplier or source of the component. In other instances Teleplan purchases industry standard parts. Teleplan does not subcontract the manufacturing of any units or components.

Whilst a material part of the supply chain is determined by the customer, Teleplan recognises the importance of its role in driving ethical practices in the supply chain.

Teleplan Service Centers ISO Certifications and Recycling Standards and Licenses

Site	Square meterage	ISO 9001	ISO 14001	OHSAS 18001	Recycling standards/licenses
Bydgoszcz	10,372	✓	✓	✓	WEEE
Prague	13,200	✓	✓	✓	WEEE
Havant	2,508	✓	✓	✗	WEEE
Zoetermeer	15,713	✓	✓	✓	WEEELABEX 2018
Tallinn	736	✓	✗	✗	x
Genk	1,250	✗	✗	✗	WEEE
Mexicali	23,227	✓	✓	✓	R2
Roseville	39,865	✓	✓	✓	R2
Dallas	6,596	✓	✓	✓	R2
Reynosa	13,178	✓	2018	2018	R2 2018
Harrisburg	10,405	✓	✗	✗	x
Chile	1,100	✗	✗	✗	x
Penang	17,193	✓	✓	✓	R2
Hong Kong	3,159	✓	✗	✗	x
Singapore	1,551	✓	✓	✗	x
Suzhou	5,850	✓	✓	✓	x
Jakarta	1,296	✓	✗	✗	x

Targeting international e-waste management standards

The company is working towards certification to the WEEELABEX standard at its service center in Zoetermeer, The Netherlands. The WEEELABEX standard addresses the collection, sorting, storage, transportation, preparation for re-use, treatment, processing and disposal of all kinds of WEEE (Waste Electrical and Electronic Equipment).

The newly opened service center in Genk, Belgium has achieved its licence for the handling of WEEE.

In the Americas and Asia Pacific Teleplan is working with Sustainable Electronics Recycling International (SERI) on the R2 electronics recycling standard and has achieved certification at four service centers in 2017 – Mexicali, Mexico, Dallas, Texas, Roseville, California and Penang, Malaysia. The R2 Standard is the leading standard for the electronics recycling industry and provides a common set of processes, safety measures, and documentation requirements for businesses that repair and recycle used electronics. It is rigorously and independently audited, emphasizing quality, safety, transparency and environmental and social responsibility.

7. Creation of an equal opportunity, diverse and inclusive workplace

Teleplan employs some 5,000 people across multiple service centers and geographies. The recruitment, employment, training and development, health, safety and well being of these employees are integral to the prosperity and success of the business.

Teleplan is committed to developing and maintaining a workplace and working environment in which employees are treated fairly and with respect and have the opportunity to develop and prosper.

Teleplan has established management systems which ensure that the business:

- Complies with all non-discrimination requirements and provides equal opportunities in employment at every level.
- Maintains an environment which promotes inclusion and diversity where individuals are free from any physical, sexual, psychological, verbal or visual harassment or abuse
- Observes all applicable restrictions on the maximum hours employees are legally permitted to work
- Pays employees at least the minimum wage required by local law and provides all legally mandated benefits
- Upholds the right to freely chosen employment and does not use forced, indentured or bonded labor
- Requires a minimum age requirement for employment consistent with local law
- Upholds the right to freedom of association and the right to engage in collective bargaining in accordance with applicable laws and regulations

These policies and procedures apply equally to permanent and temporary contract employees.

Employee training and development programs are developed and managed by the service center management working with the locally based human resources specialists thus facilitating learning which is tailored to local employee and business requirements.

Teleplan promotes a sharing culture with its social networking service

Teleplan recognizes the importance of effective, open dialogue between employees in engendering an inclusive, supportive and value-led culture. The organisation uses multiple employee communications channels including quarterly CEO updates, a bi-monthly employee newsletter INTOUCH and periodic town hall meetings in the service centers. Social media platforms such as LinkedIn, Facebook and Twitter are included as well.

The company operates Yammer, an enterprise wide social networking service. Available to all Teleplan employees, it enables individuals to initiate dialogue with their colleagues quickly, easily and effectively. Using a platform similar to Facebook it provides opportunities to share knowledge, information and news, ask questions and discuss current issues. It facilitates access to and the sharing of documents, data, project plans and contributes to efficient and effective teamwork.

8. Health and Safety of employees and facilities

Health and safety performance

Teleplan works to the OHSAS/ISO 18001 standard and is certified to this standard at eight of its service centers. The service center in Dallas, USA achieved certification in 2017 and one further service center is targeted to achieve the standard in 2018.

Teleplan began collecting health and safety data in 2014.

In 2017 the number of recordable incidents was 59 (2016:45). The absolute number of days lost as a result of these incidents was 458 (2016: 1,515). The incident rate (as defined by OSHA) was 1.2 (2016:0.88).

The Severity Rate was 8 days (2016: 34 days). This means that for every recordable incident in 2017 an average of 8 days was lost due to work related injuries and illnesses.

9. Effective space management promoting reduced energy consumption

Teleplan began collecting energy consumption data in 2014. Teleplan has participated in the Carbon Disclosure Project (CDP) Supply Chain program for the last three years.

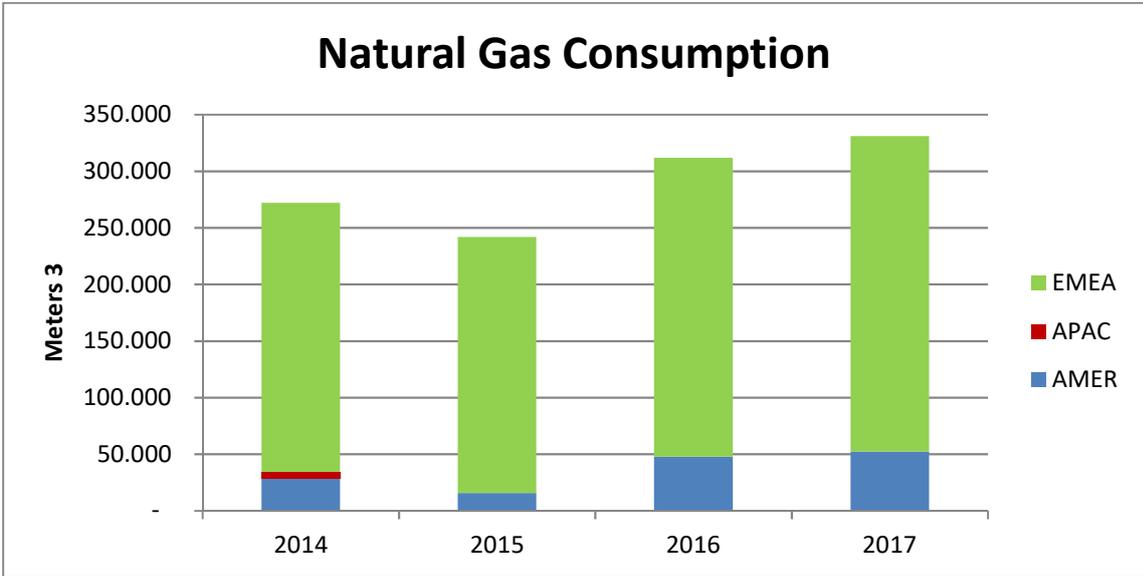
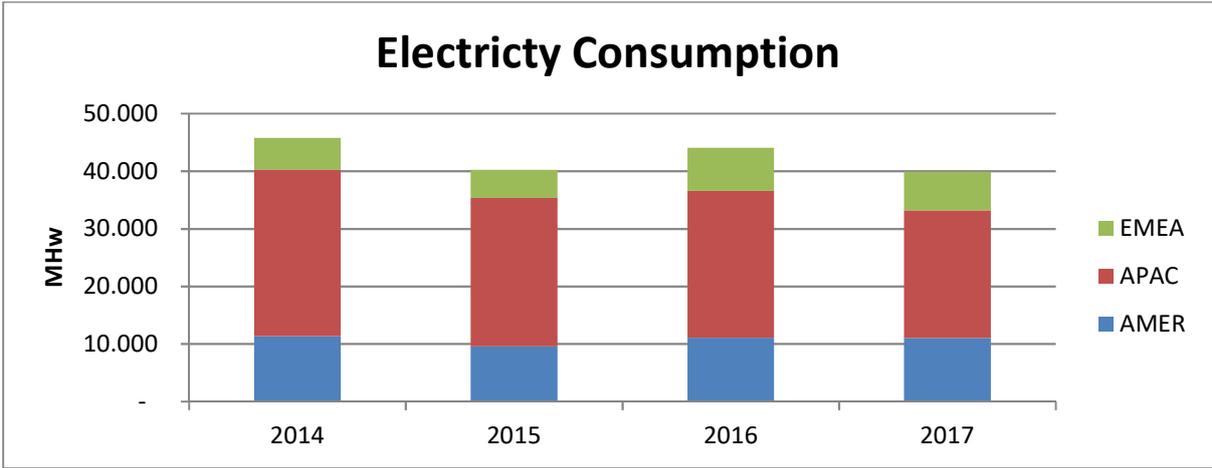
The overall trend in the period 2014 to 2017, is a decrease in the consumption of electricity. Natural gas consumption figures have been restated for 2016 and show an increase in consumption over the 2014 to 2017 period.

Electricity consumption decreased by 9.4% in 2017 to 39,907 MW/h (2016: 44,030 MW/h). Natural gas consumption increased by 6.1% to 330,946 m³ (2016*: 311,853 m³).

*2016 restated

The decrease in electricity consumption is the result of a reduction in square footage in Teleplan service centers as space and facilities are used more efficiently and effectively. Levels of energy consumption are also impacted by the type of activity undertaken and this varies in line with customer requirements.

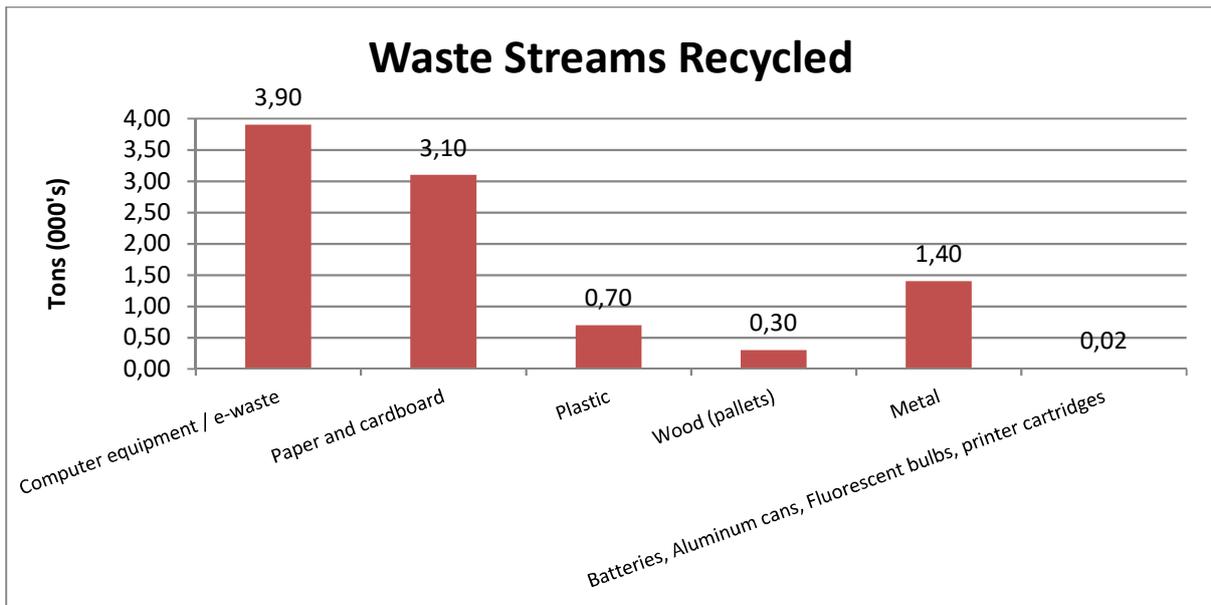
All larger service centers undertake energy management activities and engage employees in the judicious use of resources. Investment is ongoing in energy efficiency initiatives and energy efficient equipment. In 2017 these included converting to LED lighting; the installation of motion sensors in rest rooms; HVAC energy management systems; improved ventilation systems; heat zoning; improved alignment of energy usage to working hours and switching off test equipment when not in use



10. Recycling rates increased and target achieved

Teleplan has a vital role in mitigating the environmental impacts of electronic devices through the provision of repair services. When a repair cannot be made, the recovery, reuse, recycling or safe disposal of components and materials is integral to Teleplan’s customer proposition. Teleplan has well established programs to recover, reuse and recycle electronic waste at all its service centers. Other types of waste handled include cardboard and paper, metals and plastics, hazardous spare parts and substances such as batteries and florescent bulbs all of which are managed through recycling programs.

In 2017, Teleplan achieved its target and recycled 9,509 metric tons (2016: 6,543 metric tons) or 94% (2016:88%) of its own and customer-owned materials, parts and equipment.



11. Matched funding enhancing employee charity fund raising and community engagement

In recognition of Teleplan employees enthusiastic involvement both individually and together in fund-raising activities and volunteering initiatives in support of the good causes important to them and to the community in which they work Teleplan launched a matched funding program in 2017 which reinforces the company's commitment to living its values and reaching out beyond its usual business boundaries. Community and charitable activities are celebrated company-wide through the employee newsletter INTOUCH.

These are a few examples of the many and varied activities undertaken by Teleplan employees in 2017.

An employee at Havant service center undertook a sponsored walk to the summit of the Sydney Harbour Bridge and two of her colleagues did a sky dive, all raising money for the UK charity Over the Wall which provides residential summer camps for children and their families with serious illnesses and conditions.

Teleplan Harrisburg has partnered with the S. Wilson Pollok Center for Industrial Training to offer contracts to people with disabilities or other special vocational needs. The not for profit organization offers a community-based programme serving the needs of individuals with vocational challenges. It contracts with local industry to provide services which include hand assembly, packing and labelling and it is the assembly of packaging which is being provided to Teleplan.

Teleplan Penang has formed a Central Working Committee (CWC) of sixteen employees with a two year mandate to drive local social activities. One of their early initiatives has been to raise funds for and visit "The Lighthouse Drop-In Centre" for homeless people and gain a better understanding of its work. The aim of the centre is to help those who are poor and marginalized to be physically, emotionally, mentally, spiritually, and socially developed. CWC's mission for the day was to cook and provide dinner for all the homeless people that visited the center; the first of an ongoing relationship with Teleplan Penang employees.

Looking ahead, in 2018 the company is engaging at corporate level with the charity Lessons for Life which embodies Teleplan’s vision, values and strategic focus. Lessons for Life is a children’s charity that funds education projects in Africa. The charity’s vision and mission are underpinned by the belief that education changes everything and that every child, no matter where they are born, has the right to a quality education that equips them for life. Lessons for Life supports children to make the dream of a good quality education a reality by removing the economic barriers to attending school, paying school fees, covering the costs of uniforms, books, stationery, sanitary protection and personal hygiene kits. The charity funds partners in Kenya, Lesotho, Rwanda, South Africa and Uganda.

12. CSR 2017 target achievements and midterm 2020 targets

The objectives of the Teleplan CSR programme were developed in 2013 when the programme was first formalised. A number of these objectives have now been achieved and are fully integrated into business as usual.

Longer term targets have been developed which reflect the company’s focus and drive to be full participants in the circular economy. As the circular economy becomes a greater imperative for Teleplan’s customers, Teleplan is developing and implementing solutions tailored to specific technologies and customer requirements. This is reflected in the achievement of targets in 2017 and the realignment of the 2020 targets.

Objective	Achievement 2017	Target 2018	Target 2020
Innovation of services and solutions to extend product life			
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"> Advised and supported key customers on their CE journey Participated in and contributed to relevant CE workshops and conferences. 	<ul style="list-style-type: none"> Continue to be a thought leader in relation to Circular Economy Contribution to an HDD re-use academic research with iNEMI and leading a co-project on data storage devices re-use. 	<ul style="list-style-type: none"> 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"> IT Mobile Device Policy amended to affirm the provision of refurbished (not new) mobile phones for eligible employees 94 eligible employees have been equipped with refurbished mobile devices 	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.
Ethical conduct of the business			

Ensure the highest ethical standards in the conduct of our business	<ul style="list-style-type: none"> • Teleplan Code of Conduct awareness and understanding integral to the new employee induction process • Employee whistle blower and helpline maintained to promote compliance with the Teleplan Code of Conduct 	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"> • Achieved EcoVadis Gold rating in 2017 • Undertook RBA customer audit at two service centers 	<ul style="list-style-type: none"> • Implementation of Environmental Impact Estimation Tool as part of our Value Recovery Solutions (VRS) and its reporting • Maintain EcoVadis rating • Meet all customer ethical, social and environmental audit requirements 	
<i>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</i>			
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
<i>Health and safety of employees and facilities</i>			
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	
<i>Consumption of energy</i>			
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	Adopt an energy consumption ratio appropriate to the	Reduce overall energy consumption by a

	programs such as introduction of LED lighting, air conditioner usage control and /or installation of central ventilation system	business to facilitate analysis and management of energy consumption.	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.
Management of waste			
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
Engagement with the community			
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

13. UN GLOBAL COMPACT COMMUNICATION ON PROGRESS

Period covered by COP: January to December 2017

Statement of continued support from François Lacombe, CEO at Teleplan

I am pleased to confirm that Teleplan reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders by publishing this communication on our website.

The table below summarises our actions and provides a reference for further information.

Francois Lacombe
CEO Teleplan

12th November 2018

INDEX OF UN GLOBAL COMPACT PRINCIPLES SUPPORTED IN FINANCIAL YEAR 2017

Principle	Action	Further information/reference
Human Rights		
Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights; and	The Teleplan Code of Conduct is published on the Teleplan website and is integral to the new employee induction process.	Page 6 section 6 of this report Teleplan Code of Conduct
Principle 2 make sure that they are not complicit in human rights abuses.	Teleplan works to the social, environmental and ethical standards of the EICC Code of Conduct. This is the standard adopted by many of its customers. Teleplan expects its major suppliers to be aligned with and meet the EICC Code of Conduct.	Pages 6, 7 section 6 of this report
Labor		
Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; Principle 4 the elimination of all forms of forced and compulsory labour; Principle 5 the effective abolition of child labour; and Principle 6 the elimination of discrimination in respect of employment and occupation	The Teleplan Code of Conduct sets the company labor standards. It is translated into the seven principal languages used across Teleplan's operations. Awareness and understanding of the Code and its importance to the business are promoted through a program of employee training and communications and form an integral part of the induction of new employees. Teleplan has an established whistle blowing policy and procedure. Three members of the Quality Management team are trained and qualified as EICC Labor and Ethics Lead Auditors and lead a program of assessment and audit to the EICC Code.	Pages 8,9 section 7 of this report Teleplan Code of Conduct
Environment		
Principle 7	Teleplan plays a vital role in mitigating the environmental impacts of electronic devices	Pages 1, 2 section 2 of this report

<p>Businesses should support a precautionary approach to environmental challenges;</p>	<p>through the provision of repair services and the recovery, reuse, recycling or safe disposal of components and materials.</p> <p>Teleplan enables its customers to manage faulty, damaged and waste products thereby prolonging the life of the product and reducing waste.</p>	<p>Teleplan website</p>
<p>Principle 8</p> <p>undertake initiatives to promote greater environmental responsibility; and</p> <p>Principle 9</p> <p>encourage the development and diffusion of environmentally friendly technologies.</p>	<p>Teleplan, is a member of the Circular Economy 100 (CE100) network. CE100 is a global platform bringing together leading companies, emerging innovators and regions to accelerate the transition to a circular economy.</p> <p>Teleplan has implemented a Global Circular Economy Taskforce which is working across the Teleplan operational regions on a number of circular economy projects including Product Passport.</p>	<p>Pages 4,5, 6 sections 4 and 5 of this report</p> <p>Teleplan news release</p>
<p>Anti-Corruption</p>		
<p>Principle 10</p> <p>Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>The Teleplan Code of Conduct prescribes the legal and ethical principles that all Teleplan's employees, officers and directors must observe in conducting Teleplan's business.</p> <p>Teleplan has set the Electronics Industry Citizenship Coalition (EICC) Code as the standard it works to and has appropriately trained people to lead the process of assessment and audit to the EICC Code.</p> <p>Teleplan participates in the social and environmental assessment survey operated by EcoVadis, the leading organization in this field.</p>	<p>Pages 6,7 section 6 of this report</p> <p>Teleplan Code of Conduct</p>