

A hand is shown holding a small amount of water, with the water dripping into a larger body of water below. The background features a sunset over a lake with mountains in the distance. The sun is low on the horizon, creating a bright starburst effect and reflecting on the water. The overall scene is serene and emphasizes the theme of sustainability and water conservation.

Ivy Technology

Sustainability Report 2023



About Ivy

We are a multicultural global repair services organization driven by mutual respect and a commitment to world-class service. Our pride comes from being best-in-class in our industry and passionately solving our clients' predicaments. Our key staff are all long-term, committed team members who passionately support our clients, both locally and globally.

We believe in delivering an after-sales service ecosystem that, through our focus on the human element, will provide our clients with the best service experience.

We realize that every day and every project is a chance to positively impact our customers and our customers' customers. This is why we aim to exceed expectations and strive for perfection in every aspect of our services.



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Executive Message from Scott Greer



I am thrilled to share with you the remarkable achievements highlighted in Ivy Technology's second Sustainability Report. As we navigate the dynamic landscape of business, it is imperative that we remain committed to responsible and sustainable practices. This report not only reflects our dedication to minimizing our environmental impact but also highlights the strides we have made in creating a positive social and economic footprint. This can be seen through the investments we have made across our facilities in reducing our Scope 2 CO₂ emissions through various initiatives such as moving all lighting to LED and upgrading or in some cases installing new HVAC Systems and analyzing our Scope 1 & 3 emissions.

It is through this hard work, and our facilities coming together, I am delighted to announce that in 2023, Ivy Technology achieved the prestigious EcoVadis Gold Rating, a significant recognition of our unwavering commitment to sustainability.

This accomplishment is a testament to the collective efforts of every individual within our organization, demonstrating our determination to lead by example in the industry and to ratify this with a very welcome B- rating, which is amongst 33% of companies that reached Management level in our Activity Group through our carbon disclosure which surpassed all our expectations.

But that's not all. Building on this momentum, I am thrilled to share that Ivy has also become a 'Platinum Certified Impact Supplier' to HP, showcasing our dedication to forging impactful partnerships that drive positive change. Moreover, in recognition of our remarkable community engagement efforts, Ivy has been honored with the HP Digital Equity Award in 2023. These accolades underscore our holistic approach to sustainability, which encompasses not only environmental stewardship but also social responsibility and community engagement.

As we celebrate these achievements, let us also recognize that our sustainability journey is an ongoing commitment. The challenges we face require constant innovation and an initiative-taking approach to ensure a sustainable future for generations to come. This report serves as a roadmap for our future endeavors and reaffirms our responsibility to contribute positively to the world.

Scott Greer

Chief Executive Officer, Ivy Technology

Our Sustainability Mission & Vision



Sustainability Mission

At Ivy, we do environmentally responsible business. From supplier to operation to end-customer, we centre our operations model around eliminating any negative impact our company could have on the environment. Our commercial leverage allows us to take the reins and ensure we stay true to that commitment.

As an aftermarket services provider, our dedication to reusing, refurbishing, and repairing all things electronic is deeply tied to sustainability.

Services like our asset recovery process create positive impacts through reduced landfill, and innovative operations like our effective diagnosis and repair process result in reduced energy and materials consumed.

Sustainability Vision

We have a unique opportunity and responsibility to use our technological advancements to solve climate and social issues, and with collaboration, we can make positive steps towards an environmentally friendly culture.

Ivy's vision symbolizes the company's commitment to environmental sustainability. Our purpose goes beyond profit, the preservation of the Earth is in the centre of our focus, so we work towards this goal every day.

Our Sustainability Pledge

Sustainability Pledge

We partner closely with our customers to ensure we meet their sustainability targets. Through our aftermarket solutions, we increase the longevity of customer products and contribute to a greener environment. But our commitment to sustainability doesn't end there.

Ivy's sustainability promise spans across the core areas of environmental sustainability, labor & human rights, ethics, and sustainable procurement.



To Affinity and Beyond

CUSTOMER

RESPONSIBLE

WE provide a world class sustainable repair capability.

YOU drive the agenda of the circular economy as a key facet of your business.

REUSE

WE help to extend the life of your assets.

YOU provide the markets to sell or pass on.

REDUCE

WE will excel at failure analysis, keeping parts use at a minimum.

YOU continue to make design changes for improved reliability.

RECYCLE

WE will responsibly recycle devices that cannot be repaired, refurbished, or reused.

YOU pledge to keep your devices out of landfill and the incinerator.

EMPLOYEE

RESPONSIBLE

WE offer extensive training around sustainability to all employees.

YOU drive the agenda of the circular economy as a key facet of your business.

REACH

WE will engage with local communities through various outreach programs.

YOU embrace the opportunities to support the greater community.

REDUCE

WE commit to Net Zero by 2050.

YOU deliver your suggestions and ideas to accelerate our journey.

RECYCLE

WE will deliver the capabilities at all locations globally to recycle.

YOU will segregate and recycle waste at every opportunity.

SUPPLIER

RESPONSIBLE

WE commit to rewarding sustainable vendors.

YOU support our assessments and drive best practice in your organization.

REUSE

WE drive solutions to reduce the use of one-time packaging.

YOU explore alternative sustainable options.

REDUCE

WE will optimize our solutions to meet our Net Zero target.

YOU deliver opportunities for sustainable supply chains.

RECYCLE

WE drive an efficient reverse supply chain.

YOU minimize your impact on the need for new.

REIMAGINE

TOGETHER we reimagine a world where we take only what nature can replace

Sustainability Governance



Site/Operational Sustainability Committee (SOC)

The SOC focuses on implementing and operationalizing sustainability practices at the site or operational level, and regularly updates the SSC on progress, challenges, and opportunities, facilitating transparency and accountability. It is composed of the Sustainability Project Manager, who chairs the committee and oversees day-to-day sustainability efforts, the Site Directors/Operational Managers, who are representatives from different sites or operational units, and the Sustainability Champions, who are individuals directly involved in implementing sustainability initiatives, such as engineers, and facility managers.

Their responsibilities include developing site-specific sustainability action plans in alignment with SSC’s strategic objectives, identifying opportunities for resource efficiency, waste reduction, and environmental conservation at the operational level, implementing sustainability projects, tracking progress, and ensuring compliance with relevant regulations and standards, and regularly reporting to the SSC on site-level sustainability performance and challenges.

Senior Sustainability Committee (SSC)

The SSC serves as the overarching body responsible for setting strategic sustainability objectives, policies, and initiatives at the organizational level, and provides strategic guidance and direction to ensure that site-level sustainability efforts align with organizational goals. It is composed of the CSO, who chairs the committee providing strategic leadership and direction, and the Senior Executives, who are representatives from various departments such as Operations, Finance, and Marketing to ensure cross-functional collaboration.

Their responsibilities include feeding sustainability topics to the Board of Directors, setting long-term sustainability goals aligned with organizational vision and values, reviewing and approving sustainability policies, frameworks, and initiatives, monitoring performance metrics, and reporting on sustainability progress to stakeholders, including the board of directors.

A close-up photograph of a human hand holding a small, perfectly spherical object covered in vibrant green moss. The hand is positioned in the lower-left foreground, with fingers gently cupping the sphere. The background is a soft, out-of-focus expanse of green, suggesting a grassy field or garden under bright, natural light. The overall mood is one of care, growth, and environmental stewardship.

Ivy's Sustainability Strategy

Four Thematic Clusters

Ivy Technology strategically selected Environment, Labor & Human Rights, Ethics, and Sustainable Procurement as their four thematic clusters due to their intrinsic importance in today's global landscape.

Each of these clusters reflects key areas of responsibility and accountability for businesses operating in a socially conscious manner.

Environment

Environment signifies Ivy Technology's commitment to minimizing its ecological footprint and promoting sustainable practices, aligning with growing environmental concerns and regulations.

Operations

- > Driving Innovation
- > Water
- > Waste & Sustainability Packaging
- > Environmental Management
 - Scope 1, 2 & 3 Carbon Emissions, CO2 reduction Initiatives, Renewable Energy

Services

- > Enabling the Circular Economy
- > Driving Innovation

Labor & Human Rights

Labor & Human Rights underscore the company's dedication to upholding fair labor standards and respecting human rights across its operations and supply chain.

Diverse & Inclusive Workplace

- Employee Health & Safety
- Charitable Activities
- Employee Training & Development
- Community Engagement

Ethics

Ethics emphasizes Ivy Technology's commitment to integrity, transparency, and responsible decision-making in all aspects of its business dealings.

- Anti-Corruption & Bribery
- Responsible Information Management

Sustainable Procurement

Sustainable Procurement reflects the company's recognition of the impact of its purchasing decisions on broader sustainability goals, ensuring that its supply chain is both ethical and environmentally responsible.

Supplier Code of Conduct

- Responsible Business Alliance

By focusing on these thematic clusters, Ivy Technology not only demonstrates its commitment to corporate social responsibility but also aligns its business practices with the values of its stakeholders and the broader community.

Ivy Sustainability Key Milestones

2019

Major Sites ISO 14001
Certified

Hungary Site ISO 50001
Certified

RBA Code of Conduct
Adopted

2020

The Netherland Site
ISO 14001 Certified

Hungary Site ISO 45001
Certified

2021

UK Site ISO 14001
Certified

The Netherland, UK
& Poland Sites
ISO 45001 Certified

HP Pledge Signed

2022

Poland Site ISO 27001
Certified

HP Silver Certified

CDP Disclosure Level

Ecovadis Silver Medal

Governance Structure
Established

2023

Hungary Site ISO 27001
Certified

HP Platinum Certified

HP Digital Equality Award

CDP Management Level

Ecovadis Gold Medal

First Annual CSR Report
Published

Sustainability Ambition Framework



UN Sustainability Development Goals

The United Nations Sustainable Development Goals (SDGs) are a set of 17 interconnected global objectives designed to address pressing social, economic, and environmental challenges by 2030. These goals encompass various targets such as ending poverty and hunger, promoting health and well-being, ensuring quality education, fostering gender equality, and combating climate change. Ivy Technology, as a socially responsible and environmentally conscious organization, aligns with several of these SDGs through their four thematic clusters.

Sustainability Risks

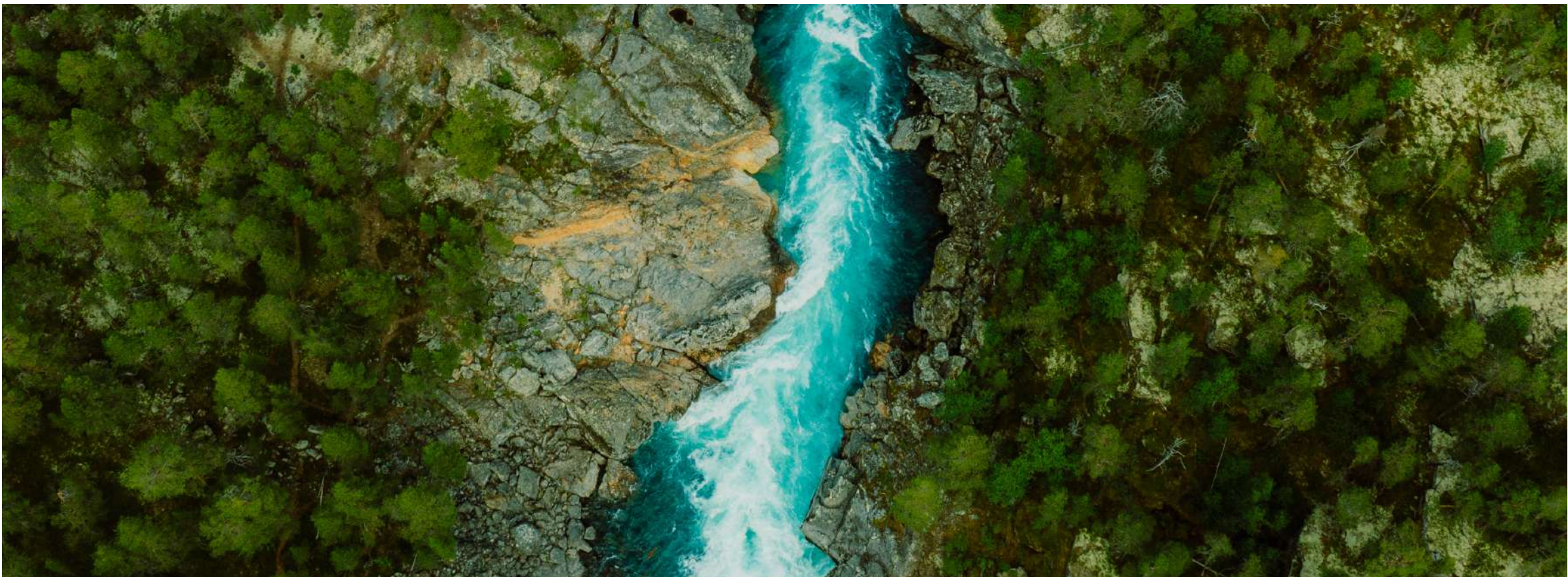
As Ivy Technology ventures further into the realm of sustainability, a dynamic landscape of risks and opportunities unfolds. Sustainability, while promising substantial benefits for both the company and the planet, presents its own set of challenges and rewards. From navigating regulatory complexities to harnessing innovative solutions, Ivy Technology stands at the intersection of environmental stewardship and business strategy.

Embracing sustainability not only mitigates environmental risks but also opens avenues for market differentiation, enhanced brand reputation, and long-term resilience. However, careful consideration and strategic planning are imperative to capitalize on these opportunities while effectively managing potential pitfalls. Challenges such as enhanced reporting obligations under the CSRD, creating the ‘trickle-down effect’ both upstream and downstream, the increased cost of raw materials, uncertainty in market signals add layers of complexity to this journey, demanding agile responses and proactive risk management.

In this discourse, we delve into the multifaceted terrain of sustainability, exploring the risks and opportunities it

presents for Ivy Technology in its pursuit of a greener future.

Sustainability Development Goals



Our Goals until 2050

Sustainability Goals



Goal	Unit of Measure	2022	2023	About our Performance in FY23
Environment				
By 2050, we will reach net zero greenhouse gas emissions across scopes 1, 2 and 3				
Reduce scopes 1 and 2 GHG emissions by 50% by 2030	Emission intensity based on CO2e (t) of scopes 1 and 2 (Location based) GHG emissions per headt	3,65	3,07	In FY23, we decreased our emissions year-over-year through energy efficiency activities. This represents a 16% decrease from our FY22 baseline.
Source 50% of electricity from renewable sources across all Ivy Technology facilities by 2030	Percentage of electricity generated from renewable sources within the Energy providers generation mix	21%	19%	In FY23, We saw a 2% drop in the renewable energy driven by providers to three of our facilities changing their generation mix. Going forward we continue to identify, evaluate and prepare to implement long-term renewable energy opportunities. As leases expire, we strive to move our facilities to buildings with BREEAM/LEED certifications and renewable energy options.
Reduce absolute scope 3 GHG emissions from purchased goods and services 45% by 2030	Emission intensity based on CO2e (t) Scope 3 Category 6 GHG emissions per trip	1,00	0,95	In FY23, our travelling Robotics teams leveraged Airbnb accommodation instead of hotels results in significant reduction in energy and water use, greenhouse gas emissions, and waste.
Waste, Recycling & Circular Economy				
By 2050, all of our sites will achieve zero waste to landfill				
By 2025 Ivy will recycle 100% of customer-owned materials, parts and equipment	Landfill Waste Diversion rate	Silver (90 to 94%)	Gold (95 to 99%)	Since adopting the UL methodology in FY22, our facilities have continuously improved to the Gold standard.

Our Goals until 2050

Labour & Human Rights Goals



Goal	Unit of Measure	2022	2023	About our Performance in FY23
Inclusive Workforce				
By 2050, we aim to cultivate a diverse, equitable, and inclusive environment				
By 2030, our DE&I training will create a culture where every employee feels valued and empowered.	Percentage of employee attending DE&I training and education programs	4%	29%	In FY23 we saw a 25% increase in completion of our online training as part of our Equality Diversity and Inclusion Policy

Sustainable Procurement Goals



Goal	Unit of Measure	2022	2023	About our Performance in FY23
Corporate Social Responsibility				
By 2050, we will achieve a fully sustainable, transparent, and resilient supply chain that prioritizes environmental stewardship, social responsibility, and economic viability.				
By 2030, we aim to achieve 100% sustainable procurement, ensuring that all suppliers meet our stringent Environmental, Social, and Governance (ESG) criteria	Percentage of targeted suppliers with signed commitment towards our Code of Conduct	0%	28%	In FY23 we incorporated Sustainability into our Total Supply Chain Initiative and targeted key suppliers to demonstrate their commitment towards the standards and principles stated in our Supplier Requirements Manual
	Percentage of targeted suppliers completing both the Ivy Supplier Self-Assessment and Responsible Business Alliance (RBA) questionnaire	0%	18%	
	Percentage of targeted suppliers with integrated environmental clauses in contracts	0%	19%	
	Percentage of buyers trained on social and environmental issues within the supply chain	0%	55%	

Our Goals until 2050

Continuous Improvement Goals



Goal	Unit of Measure	2022	2023	About our Performance in FY23
Disclosure				
By 2050, we will report on the impact of corporate activities on the environment and society, with the audit (assurance) of reported information globally				
By 2030, progress our Environmental Stewardship to a Leadership level for Climate Change and Water Security	CDP banding system	Climate Change: Disclosure Level (D) Water Security: Awareness Level (C)	Climate Change: Management level (B-) Water Security: Awareness Level (C)	In FY23, we progressed from Disclosure through Awareness and into to a Management level on Climate Change where we are taking co-ordinated action on environmental issues. Our repair processes do not use water but we have knowledge of impacts on, and of, water issues and prioritise safe Water, Sanitisation, and Hygiene(WASH practices across all sites.
By 2030, our Sustainability Management System will be ranked amongst the top 1% of companies	EcoVadis scoring system	Top 25% Silver Medal	Top 5% Gold Medal	In FY23, we achieved a gold medal in EcoVadis’ sustainability ratings. Building upon previous years, our score of 71 ranks Ivy in the top 5% (94th Percentile) of the highest-rated companies in the world (+100,000 companies assessed).
By 2030, commit to the Responsible Business Alliance (RBA) Code of Conduct across all Ivy locations to provide responsible and sustainable aftermarket services	Percentage of sites completing the RBA Self Assessment Questionnaire (SQA) annually	8%	33%	In FY23, we complete self-assessments at the corporate level and at the facility level at three of our main facilities that support key Customers
Certification				
By 2050, achieve universal adoption and compliance with globally recognized ESG and sustainability certifications				
By 2030, achieve ISO 14001 Certification to Enhance Environmental Management and Contribute to Sustainable Development Goals across all Ivy locations	Percentage of sites ISO 14001 certificated for their Environmental Management System	55%	55%	In FY23, our key sites complete yearly surveillance audits and maintained their ISO 14001 certification

ENVIRONMENT

Our Services

SCOPE 4 - Avoided CO₂ Emissions through Commodity Repair

For the past three decades, the work Ivy Technology completes has been at the forefront of integrating sustainable practices within the circular economy. From its inception, Ivy has prioritized innovation and environmental responsibility, pioneering initiatives that minimize waste and maximize resource efficiency. Through strategic partnerships and forward-thinking investments, Ivy has seamlessly integrated technology into every aspect of its operations, from product design to manufacturing processes.

By embracing circular economy principles through its aftermarket services, Ivy has not only reduced its environmental footprint but has also fostered a culture of sustainability within its industry. Through the repair of customer products, Ivy has contributed to its longevity, prevented the demand for manufacturing and in turn boasts incredible CO₂ emission avoidance.

In 2023 taking the top five commodities repaired by volume, Ivy have contributed to the avoidance of 1,352,614 metric tonnes of CO₂e.

CO₂e Avoidance through Customer Repair

Commodity	CO ₂ e Avoided
Laptop	33,996
Monitors	71,751
Servers	337,956
Motherboards	808,315
EPOS	1,551
Sound	2,264



ENVIRONMENT

Ivy Technology's Service for Dell

Dell, is a global leader in computer technology, relying on a network of service providers to ensure customer satisfaction. Ivy Technology is one such partner. Recognising the need for a reliable repair partner, Dell collaborated with Ivy Technology to address these challenges.

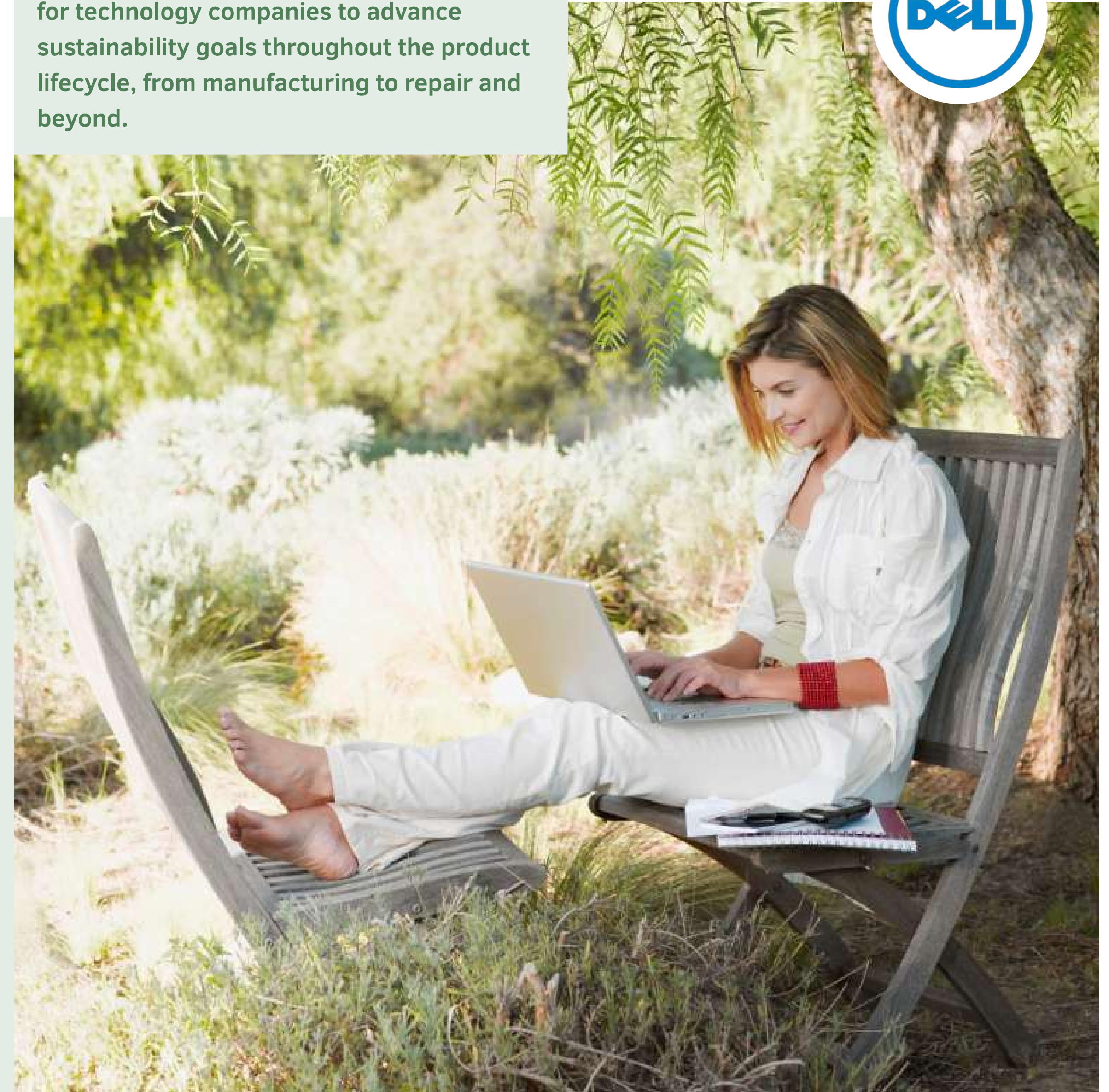
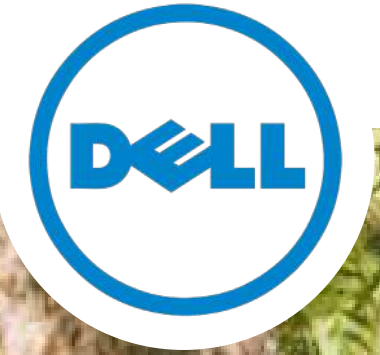
- **Streamlined Processes:** Ivy Technology implemented streamlined repair processes, reducing repair times and improving overall performance.
- **Training and Certification:** Technicians at Ivy Technology underwent rigorous training programs to ensure expertise in repairing Dell Products.
- **Technology Integration:** Leveraging advanced diagnostic tools and software, Ivy Technology integrated technology solutions to expedite the repair process and enhance products.
- **Scalable Infrastructure:** Ivy Technology established a scalable infrastructure capable of handling Dell's repair needs,

even during peak demand periods.

In today's technology landscape, sustainability is a key focus for companies aiming to reduce their environmental footprint while delivering exceptional customer service. This case study highlights how Ivy Technology's repair services for Dell products, such as laptops, flat-panel displays and docking stations, incorporate sustainability principles, enhancing both customer experience and environmental responsibility.

The collaboration between Ivy Technology and Dell exemplifies a proactive approach to integrating sustainability into repair operations while enhancing customer experience. By prioritizing repair, minimizing waste, and adopting energy-efficient practices, Ivy Technology has not only contributed to Dell's customer satisfaction but also bolstered Dell's commitment to environmental stewardship. This partnership underscores the potential

for technology companies to advance sustainability goals throughout the product lifecycle, from manufacturing to repair and beyond.



ENVIRONMENT

The Environmental Impact of Repairing HP Monitors & Notebooks



In today's technology-driven world, the rapid pace of electronic device production and consumption has led to significant environmental challenges. One effective strategy to mitigate these impacts is through repair and refurbishment and as trusted HP partner, Ivy Technology plays a crucial role in this effort.

Reducing Electronic Waste

Electronic waste is a growing global issue, with millions of discarded devices ending up in landfills each year. By repairing HP monitors and notebooks, Ivy Technology helps extend the lifespan of these devices, significantly reducing the amount of toxic materials that could contaminate the environment.

Lowering Carbon Footprint

Manufacturing a single laptop can generate approximately 331 kilograms of CO₂ emissions. Repairing, on the other hand, requires considerably less energy and resources. Ivy Technology's repair services

directly contribute to lowering greenhouse gas emissions by reducing the need for new production.

Conserving Natural Resources

Electronics production relies on rare and finite natural resources. By choosing to repair rather than replace devices, HP conserve these valuable resources and minimizes environmental damage.

Energy Efficiency

Repairing electronic devices is generally more energy-efficient than manufacturing new ones. The energy required for diagnostics, component replacement, and testing in the repair process is a fraction of what is needed for the entire manufacturing cycle of a new device. Ivy Technology's advanced repair facilities and skilled technicians enhance this energy efficiency, making the repair process even more sustainable.

Promoting a Circular Economy

Repairing and refurbishing electronics supports a circular economy, where products

are kept in use for as long as possible rather than discarded. Ivy Technology's efforts in repairing HP products help close the loop, reducing waste and promoting sustainability.

Consumer Awareness & Responsibility

The decision to repair rather than replace electronic devices also encourages greater consumer awareness and responsibility. As individuals become more informed about the environmental impact of their purchasing choices, they are more likely to support sustainable practices.

Conclusion

Repairing HP monitors and notebooks offers a multitude of environmental benefits, from reducing e-waste and lowering carbon footprints to conserving natural resources and promoting energy efficiency. As a trusted HP partner, Ivy Technology is at the forefront of this sustainable initiative, providing high-quality repair services that extend the life of HP products.



ENVIRONMENT

Our Operations I.

SCOPE 2 - Carbon Emissions

The process of collecting Scope 2 data is not merely a regulatory obligation; it is a testament to Ivy Technology’s dedication to transparency, accountability, and environmental stewardship. By comprehensively assessing its indirect emissions, Ivy Technology aims to not only comply with industry standards and regulations but also to proactively identify areas for improvement and innovation.

Ivy Technology has committed itself to understanding and mitigating its environmental impact. As part of this journey, the meticulous gathering of Scope 2 data stands as a crucial milestone. Scope 2 emissions refer to indirect greenhouse gas emissions resulting from the consumption of purchased electricity, heat, or steam.

In 2023 Ivy reported their 2022 Scope 2 Carbon Emissions and throughout 2023 have monitored this to fall in line with their Net Zero Commitments. In 2023, Ivy

consumed 20,401MWh which would have created approximately 8,913 metric tonnes of CO2 emissions.

With all facilities focused on reducing their CO2 emissions, Ivy managed to reduce its CO2 emissions by 23% through various utility initiatives. This puts Ivy in good stead to meet its target to reduce its emissions in 2024 by a further 10%.

In 2023:

23% decrease
in the Scope 2 CO2 emissions YoY in tonnage and emissions based on Footage Intensity Year to Year.

20% decrease
in the Sites Scope 2 Carbon emissions from Headcount Intensity Year on Year.

10% decrease
in the Sites Scope 2 Carbon emissions from Unit Intensity Year on Year.

55-60%
in all of the measures in Penang, the highest local result.



SITES SCOPE 3 - Carbon emissions

Scope 3 carbon emissions refer to indirect emissions that occur as a consequence of a company’s activities but are not directly owned or controlled by the company itself. This includes emissions from sources such as supply chains, employee commuting, and business travel. Ivy Technology, in measuring its business travel emissions for 2023, likely considered factors such as the distance travelled by employees, modes of

transportation used, and the corresponding carbon footprint associated with each mode. By accounting for these emissions, **Ivy Technology recorded that in 2023 the company had generated 1,741.73 metric tons of CO2e in 2023 which is a 30% decrease against 2,482.32 metric tons of CO2e generated in 2022.** This gives Ivy insight into the environmental impact of its operations beyond its immediate control, enabling the development of strategies to reduce its overall carbon footprint and contribute to sustainability goals.

Scope Category	2022 Baseline <i>Metric Tons of CO₂e</i>	2023 <i>Metric Tons of CO₂e</i>	Delta %
Scope 3 Category 6: Business travel	2,482.32 metric tons of CO2e	1,741.73 metric tons of CO ₂ e	30% ▼

Long-term Business Objectives

As leases expire, we strive to move our facilities to buildings with BREEAM/LEED certifications, renewable energy options and better water management.

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Our Operations II.

Renewable Energy

(Based on the Energy mix from energy providers)

Ivy Technology recognises the intricacies of integrating renewable energy into its operations through a meticulous analysis of its generation mix. With its commitment to sustainability, Ivy Technology delved into understanding the dynamics of renewable energy sources facilitated by energy providers. Through rigorous research, Ivy Technology navigated the complexities of renewable energy adoption, recognizing its potential to mitigate environmental impact and bolster resilience. This journey revealed diverse renewable energy options and stressed the importance of partnering with energy providers for optimal generation.

From breaking down the generation mix from each sites energy provider, 20% of Ivy Technology’s energy is generated from renewable energy.

Ivy Technology is poised to undergo a shift towards renewable energy over the next two years. This strategic transition involves a comprehensive review of existing contracts with energy providers to prioritize renewable sources. **The company is actively seeking ways to generate its own energy, aiming to lessen its environmental footprint and promote sustainability. Ivy Technology is dedicated to adopting cleaner energy solutions and a greener operational model.**

Ivy Technology Site Renewable Energy by Site

Site	2023 Renewable Energy Usage by site (%)
Amsterdam	50%
Valinhos	96%
Szombathely	22%
Bydgoszcz	11%
Plano	7%
Louisville	1%
Toronto	38%
Penang	24%
Suzhou	38%
Total across all sites	19%

Energy Initiatives

In 2023, we focused on improving energy efficiency, particularly in lighting our facilities. Initiatives like ‘Earth Hour’ encouraged staff to turn off lights when not needed, complemented by installing lighting sensors, resulting in positive behavioral changes and energy savings.

One project saw us enter a Lighting as a Service (LaaS) agreement with Lumenstream. LaaS is a service contract where a lighting provider installs and maintains lighting systems and controls for a customer, sharing the financial benefits accrued over a defined term from these installations between the provider and the customer. This project was carried out at our Szombathely site, where a total of 2,356 bulbs operated across all areas of the facility. With a focus on sustainable lighting, the provider assessed the switch to LED lighting, which we could achieve without any capital expenditure, and we ultimately reached an agreement on its implementation.

Today, we are not only enjoying the potential benefits from this lighting upgrade but also setting an example in raising awareness and advancing the global importance of

energy conservation and sustainability. This is particularly crucial in these challenging times, where energy efficiency and environmentally conscious actions have become more important than ever.



“Ivy Technology is the exact type of company LumenStream would like to partner with—a forward-thinking business that cares about reducing its energy consumption and carbon emissions.

Following the project in Szombathely, Hungary, Ivy Technology will achieve energy savings of 210k kWh annually, which will prevent 147 metric tons of CO2 generation every year from their starting point. All this, just by upgrading their lighting infrastructure.

Ivy Technology’s commitment to sustainability is plain to see as it is built into the fabric of their work. What we really admired about them was their commitment to understanding the data behind the process in an effort to seek the greatest possible efficiencies within their working environment.”

Alistair Brown
CEO Lumenstream



ENVIRONMENT

Our Operations III.

Embracing Cloud: Ivy Technologies’ Journey to Serverless Infrastructure

In an effort to embraced sustainability by eliminating on-premises servers and transitioning all data operations to the cloud network, Ivy Technology achieved significant reductions in energy consumption, carbon emissions, and waste generation, aligning its business objectives with environmental stewardship through this eco-friendly initiative.

In the wake of growing concerns about environmental sustainability, Ivy Technology recognized the need to align its business practices with eco-friendly principles. By transitioning to cloud infrastructure, the company sought not only to enhance operational efficiency but also to reduce its environmental footprint and contribute to a more sustainable future.

Before the transition, Ivy Technology operated traditional on-premises servers, consuming significant amounts of energy and resources. This approach not only incurred

high operational costs but also contributed to carbon emissions and environmental degradation. Motivated by a commitment to sustainability, Ivy Technology embarked on a journey to migrate its data operations to the cloud, leveraging renewable energy resources and minimizing environmental impact. The transition to cloud infrastructure presented several challenges with respect to sustainability, including:

- 1. Energy Consumption:** ensuring that cloud services were powered by renewable energy sources to minimize carbon emissions associated with electricity consumption;
- 2. Emissions Reduction:** implementing measures to reduce greenhouse gas emissions resulting from data centre operations and IT infrastructure;
- 3. Waste Management:** minimizing electronic waste generation by optimizing resource utilization and adopting sustainable practices throughout the IT lifecycle;
- 4. Environmental Impact Assessment:** conducting thorough assessments to

evaluate the environmental impact of cloud migration and identify opportunities for improvement.

After a lot of research and discussions, the decision was made to move all existing servers over to AWS Cloud. Ivy Technology migrated over 400 virtual servers and several large databases. The decision was also made to stay with O365 (cloud) for email instead of on-prem Exchange or Mail. In addition, they moved their Citrix environment from on-prem to Citrix Cloud.

“ *With the size of the Data Centre’s cages, rack space and equipment, we had an extremely high bill for power every month. Our power was metered, and we were consistent hitting the thresholds where we had to increase the power limit in our agreement or reduce the power. Now all data centre servers, databases and storage are 100% cloud based and no longer have an on-prem data centre that we need to manage power consumption for physical servers.* ”



ENVIRONMENT

Our Operations IV.

Water, Sanitation & Hygiene (WASH)

The UN Sustainable Development Goals call for universal access to water, sanitation, and hygiene (WASH) globally by 2030.

Ivy prioritizes safe Water, Sanitation, and Hygiene (WASH) practices, ensuring all employees across all sites have access to appropriate standards of clean water, sanitation, and hygiene facilities.

Water Stress Areas

Using the World Resource Institute (WRI) Aqueduct tool, Ivy is able to identify where water is being withdrawn from areas with water stress. The tool enables us to measure, map, and mitigate water risks such as floods, droughts and stress around the world at our facilities in Brazil, China and Texas.



Water Stress Levels

Site	Water Stress	Water Risk
Coventry	1	Low – Medium (10-20%)
Amsterdam	0	Low (<10%)
Valinhos	2	Medium – High (20-40%)
Szombathely	0	Low (<10%)
Bydgoszcz	0	Low (<10%)
Plano	3	High (40-80%)
Houston	2	Medium – High (20-40%)
Louisville	0	Low (<10%)
Toronto	3	High (40-80%)
Penang	0	Low (<10%)
Suzhou	4	Extremely High (>80%)

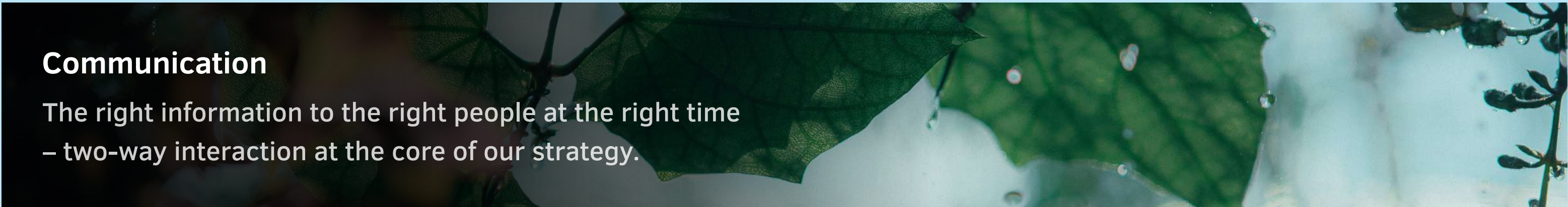
LABOR & HUMAN RIGHTS

Ivy Cares

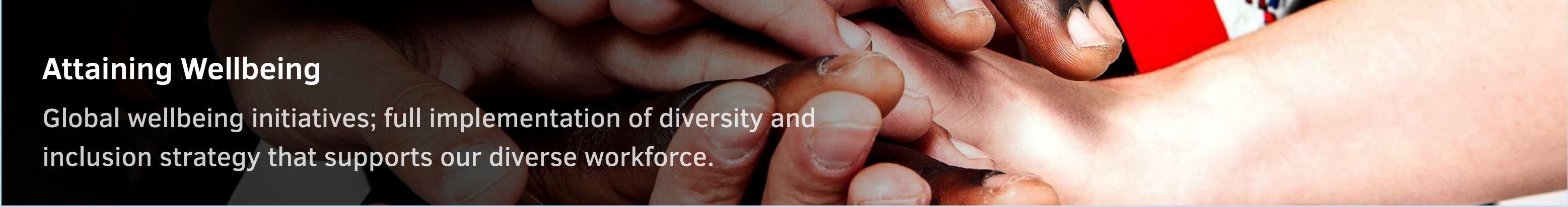
Every company needs a people strategy that contributes to the growth and well-being of its employees as well as enabling the achievement of business objectives. At Ivy we care about our Employees, our customers, our communities, and our environment.

Your efforts help to create a better future for you and the causes we support. Wherever you work in Ivy you are supported by an organisation that values the impact you make and CARES about you.

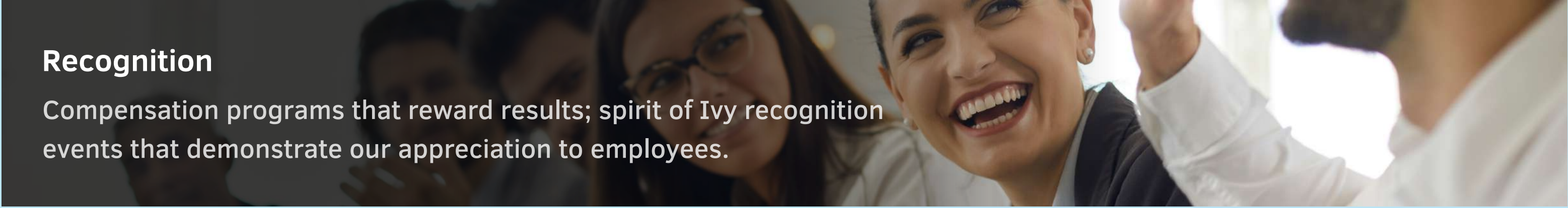
Ivy Cares is based on five pillars



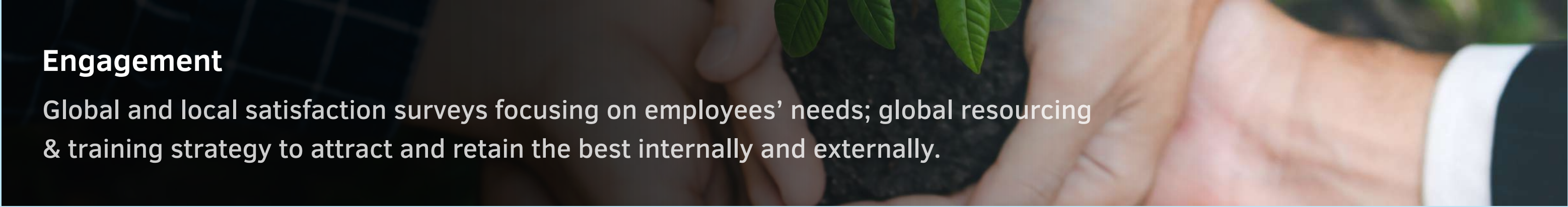
Communication
The right information to the right people at the right time – two-way interaction at the core of our strategy.



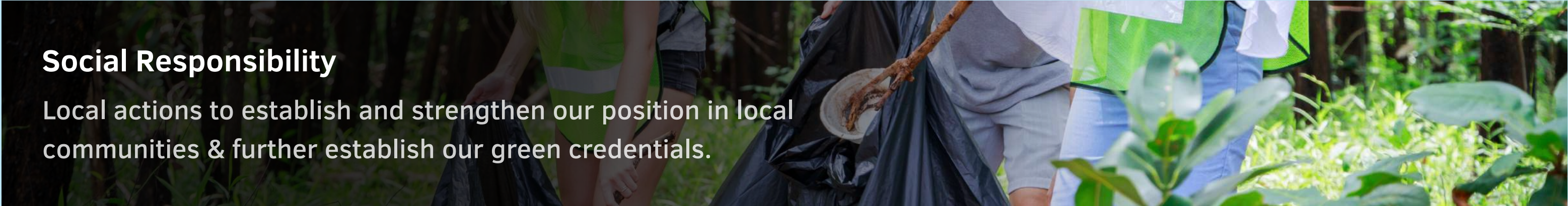
Attaining Wellbeing
Global wellbeing initiatives; full implementation of diversity and inclusion strategy that supports our diverse workforce.



Recognition
Compensation programs that reward results; spirit of Ivy recognition events that demonstrate our appreciation to employees.



Engagement
Global and local satisfaction surveys focusing on employees’ needs; global resourcing & training strategy to attract and retain the best internally and externally.



Social Responsibility
Local actions to establish and strengthen our position in local communities & further establish our green credentials.

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Diversity, Equity & Inclusion

Ivy Technology continues to stay committed to encouraging Diversity, Equality, and Inclusion among our workforce, with the focus to eliminate unlawful discrimination. Our workforce has grown to be truly representative of all sections of society, our customers, and more importantly, of all individuals to feel respected and able to carry on giving their best with world class facilities aligned to their needs.

With a particular focus on gender equality, Ivy firmly believes that every individual, regardless of gender, deserves equal opportunities, respect, and recognition in the workplace and beyond. Our commitment to fostering an inclusive environment means actively promoting policies and practices that dismantle barriers and biases based on gender.



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Diversity

Ivy Technology recognizes the paramount significance of fostering diversity within the workforce. Embracing diversity isn’t just a value to uphold; it’s a strategic imperative that fuels innovation, enhances problem-solving capabilities, and enriches our organizational culture.

By cultivating a workforce comprised of individuals from various backgrounds, experiences, and perspectives, we unlock a wealth of creativity and ingenuity that propels Ivy forward in an ever-evolving global landscape.

At Ivy Technology, diversity isn’t merely a checkbox to be ticked; it’s the cornerstone of our success, driving us towards excellence in all that we do. To encourage and nurture a diverse workforce, internal stakeholder engagement has been made by celebrating diversity both in facilities by recognising, respecting, and celebrating religious festivals as well as celebrating our multicultural workforce by recognising important annual observations such as Black History Month.



Free packed foods to all outgoing shift employees during the month of Ramadan



Ivy Employees acknowledging Black History Month

Equity

Equality in the workforce at Ivy Technology is not merely a moral imperative but a strategic necessity. Recognizing and fostering equality ensures a diverse array of perspectives, experiences, and talents are represented within the company. Equality fuels innovation, enhances problem-solving capabilities, and fosters a more inclusive workplace culture where every employee feels valued and empowered to contribute their best. Moreover, prioritizing equality in the workforce aligns with Ivy Technology’s commitment to fairness and social responsibility, ultimately driving long-term success and sustainable growth.

By championing equality, Ivy Technology not only cultivates a more vibrant and dynamic workplace but also sets a standard for excellence in the tech industry and beyond.

World Women’s Day

Ivy recognised World Women’s Day in March by handing out flowers and confectionary across sites globally.

“ I believe that Ivy values women, provides empowerment and professional growth. Over almost 10 years here at Ivy Brazil, I have had opportunities for learning and growth. I started as a Repair Operator at Dell Display, and I am currently a Planner. I believe that for the professional success of each employee we need to have the following mindset: Discipline, Execution and Focus. – Fernanda Grego Ivy Employee



A great example of the encouragement of a diverse environment is the lactation room installed in our Suzhou facility, providing a safe and comfortable space for nursing mothers in the workplace. It not only helps promote gender equality in the workplace but also contributes to the wellbeing and work-life balance of female employees. The establishment of a lactation room sends a powerful message - Ivy Suzhou values the health and happiness of its employees and demonstrates the commitment to gender diversity.

Inclusion

Ivy Szombathely made a huge step in 2022, establishing an area suitable for independent functioning within the facility, where two companies employing people suffering from different levels of physical and/or mental disabilities could start their operations.



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Digital Equity Award

Ivy has not only excelled in meeting the stringent requirements of all Supplier Pledge protocols but has also distinguished themselves through their outstanding community engagement efforts. Their commitment to Corporate Social Responsibility is evident through their comprehensive circular economy approach and robust Diversity, Equity, and Inclusion (DEI) strategy.

What truly sets Ivy apart is their remarkable dedication to supporting communities in need through strategic partnerships with a wide range of institutes. From cancer hospitals to organizations aiding children and young adults with disabilities, as well as animal care centres, Ivy has made significant contributions to improving the lives of those they serve.

Ivy's exemplary performance in both business and social impact realms exemplifies their dedication to making a positive difference in the world. Their outstanding community engagement efforts make them deserving recipients of recognition and appreciation.



Awarded for the remarkable community engagement efforts, partnering with wide range of institutes in support of communities in need during 2023



Digital Equity Award Community Engagement Winner



Awarded for outstanding corporate and social stewardship, championing diversity, and enriching communities through dedicated partnerships.


Sergio Barahona

Senior Director, Global Supply
Chain Services Enablement &
Sustainability Solutions



HP CUSTOMER SUPPORT
IMPACT
& SERVICES DELIVERY

Issued April 25, 2024

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Health & Safety

Ensuring health and safety practices is paramount for Ivy Technology's commitment to environmental and social responsibility.

By integrating rigorous health and safety protocols, Ivy Technology not only safeguards the well-being of its employees and stakeholders but also mitigates environmental risks and promotes long-term sustainability. This approach encompasses creating safe working environments, conducting regular risk assessments, providing comprehensive training on sustainable practices, and fostering a culture of accountability and continuous improvement. By prioritizing health and safety within its sustainability framework, Ivy Technology demonstrates its dedication to achieving sustainable outcomes while upholding the highest standards of care for both people and the planet. Our commitments include:

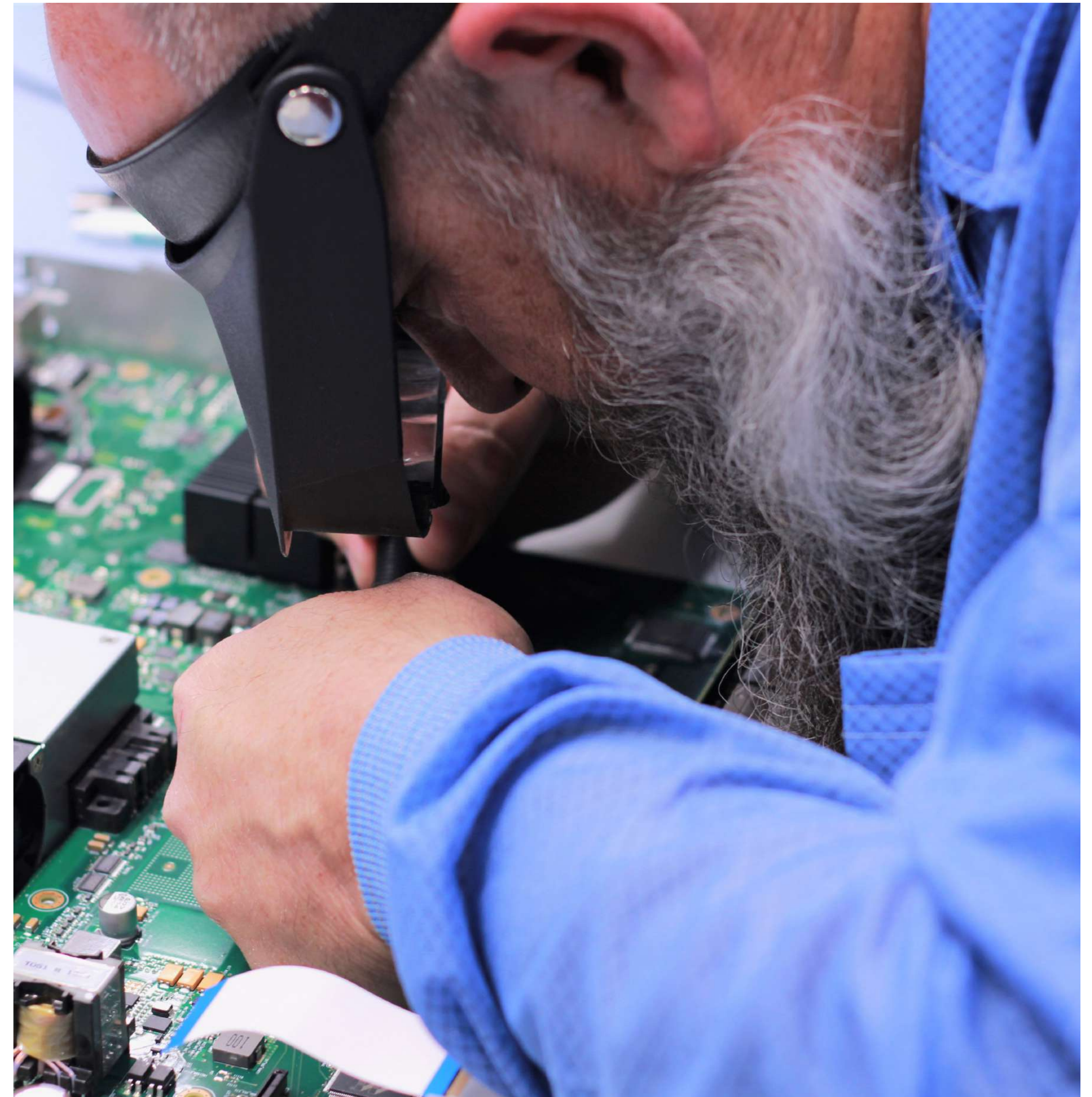
- Complying with applicable laws and regulations in the country of operations as well as the applicable international

industry standards that we subscribe.

- Continually identifying and addressing health and safety risks in our operations.
- Maintaining and improving our health and safety management system, and assuring that its objectives are met.

Annual First Aid Drills

As part of our commitment to maintaining a secure work environment, Ivy conduct annual first aid drills across various sites. These drills are meticulously planned and executed to prepare employees at facilities to respond effectively in emergency situations. By practicing scenarios such as medical emergencies or accidents, Ivy aims to cultivate a culture of readiness and proficiency in first aid procedures across our organization. Through these drills, the importance of quick and competent responses is reinforced, ultimately fostering a workplace where safety is prioritized and incidents can be swiftly solved.

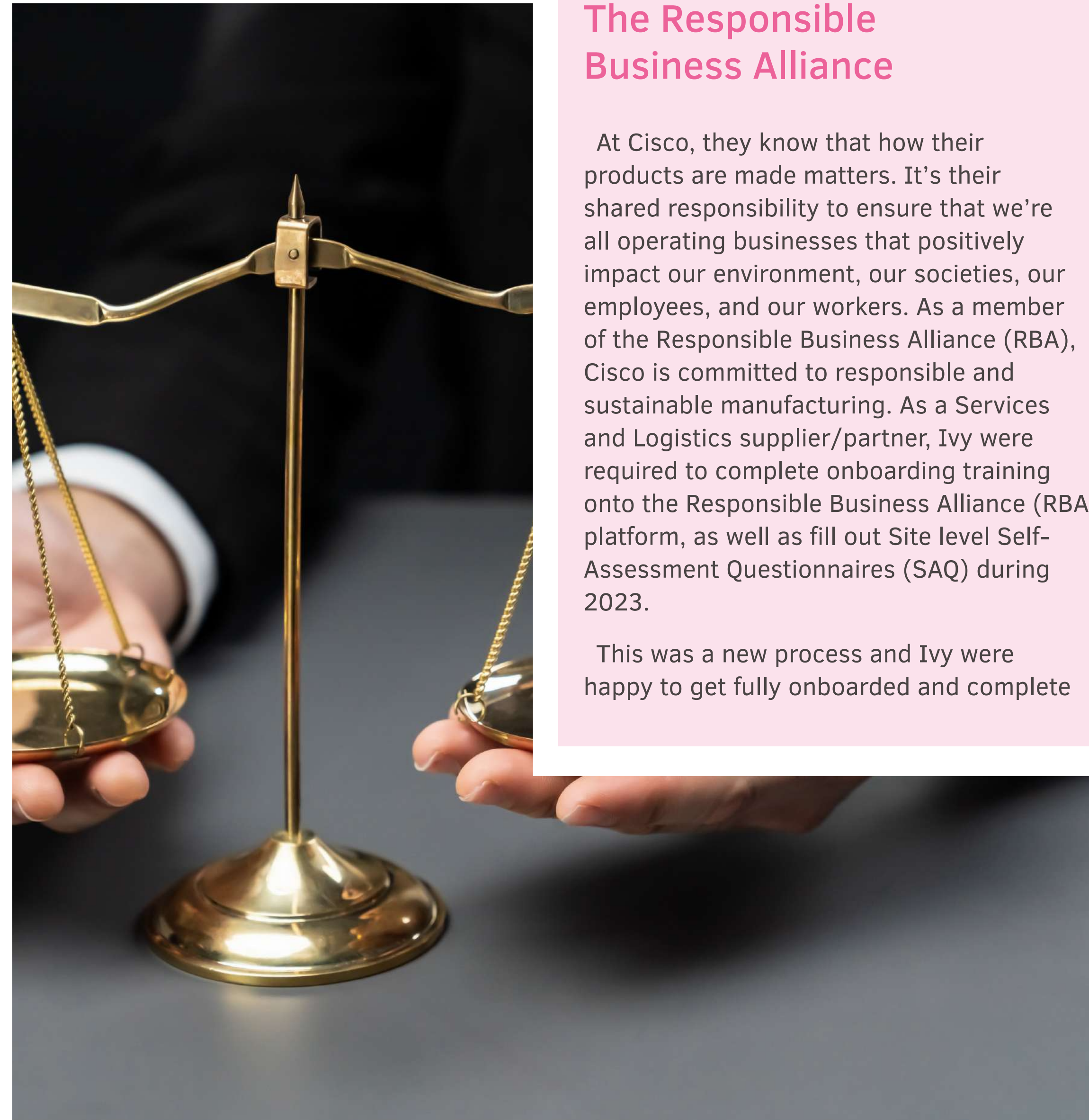


ETHICS

Ethics I.

At Ivy Technology, corporate and social responsibility is deeply intertwined with ethical principles, forming the bedrock of its operations. Ethical considerations permeate every aspect of the company's decision-making processes, from product development to supply chain management and community engagement. Ivy Technology recognizes its obligation to uphold moral standards in its interactions with their stakeholders, their employees, through training, customers, and the environment. It is this commitment that is reflected in transparent business practices such as the willingness to complete RBA self-assessments, following fair labor standards, and sustainable initiatives.

By adhering to a strong ethical framework, Ivy Technology not only fosters trust and credibility but also contributes positively to society, embodying the essence of corporate and social responsibility.



The Responsible Business Alliance

At Cisco, they know that how their products are made matters. It's their shared responsibility to ensure that we're all operating businesses that positively impact our environment, our societies, our employees, and our workers. As a member of the Responsible Business Alliance (RBA), Cisco is committed to responsible and sustainable manufacturing. As a Services and Logistics supplier/partner, Ivy were required to complete onboarding training onto the Responsible Business Alliance (RBA) platform, as well as fill out Site level Self-Assessment Questionnaires (SAQ) during 2023.

This was a new process and Ivy were happy to get fully onboarded and complete

the detail questionnaire to demonstrate compliance to the Code of Conduct which establishes standards to ensure that working conditions in the electronics industry or industries in which electronics is a key component and its supply chains are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.

The Responsible Business Alliance (RBA) plays a crucial role in ensuring corporate responsibility across industries. With Ivy Technology's involvement in the completion of several self-assessments, various sites gain enhanced credibility and effectiveness. By aligning with the RBA, Ivy Technology demonstrates its commitment to ethical business practices, sustainability, and social responsibility. These self-assessments not only provide insights into areas needing improvement but also foster transparency and accountability within the organization. Through collaboration with the RBA, Ivy Technology strengthens its position as a responsible corporate citizen, contributing positively to its stakeholders and the broader community.

“ Thank you all for working to get this completed! – Amy Steinbrecher, Cisco Systems, Inc.

ETHICS

Ethics II.

Anti-Corruption & Bribery

Ivy has established controls to ensure compliance with all applicable Anti-Corruption and Bribery regulations and ensure that the company's business is conducted in a socially responsible manner. **We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate, and implementing and enforcing effective systems to counter bribery.** Annual, mandatory training has been designed for the safe and efficient delivery of services and reduced organisational risks. The completion of ABC trainings decreased with a total of 14% compared to the 2022 baseline.

Responsible Information Management

Managing information securely is a critical business process for Ivy, and ensures that our core and supporting business processes continue to operate with minimal disruptions. All information that is created, processed, used, and transmitted by the company has absolute integrity. Our main manufacturing locations have an Information Security Management System (ISMS) that is third-party certified with internationally recognised standard ISO 27001.

SUSTAINABLE PROCUREMENT

Sustainable Procurement

Sustainable procurement within Ivy Technology is paramount for fostering environmental stewardship, social responsibility, and long-term economic viability. By prioritizing sustainable procurement practices, Ivy Technology can minimize its ecological footprint, reduce waste generation, and mitigate adverse impacts on ecosystems. Moreover, embracing sustainable procurement promotes ethical sourcing, ensuring that products and materials are obtained through fair labor practices and without exploitation. This not only enhances the company's reputation but also contributes to building trust among stakeholders and fostering stronger relationships with suppliers. Furthermore, sustainable procurement drives innovation, encouraging the development and adoption of eco-friendly technologies and processes, thereby positioning Ivy Technology as a leader in sustainability within its industry.

Overall, integrating sustainable procurement principles into its operations not only aligns with Ivy Technology's

commitment to corporate responsibility but also safeguards its future success in a rapidly evolving global landscape.

In 2023 Ivy set out to focus on its top 10 suppliers with more than 80% spend, to ensure sustainable practices are being made throughout the value chain, and put them a step closer to being able to capture better sustainability KPIs. Out of the 143 suppliers contacted, Ivy have been able to align with 40, having them sign a code of conduct.



SUSTAINABLE PROCUREMENT

Packaging Solution

Having a sustainable packaging solution is of utmost importance in today's world to address environmental concerns and promote responsible consumption. Sustainable packaging minimizes the negative impact on the environment by reducing waste, conserving resources, and lowering carbon emissions associated with production and transportation. It helps preserve natural resources, prevents pollution, and contributes to the overall health of ecosystems. Additionally, sustainable packaging solutions often resonate positively with consumers, enhancing brand reputation and loyalty. Prioritizing sustainability in packaging for Ivy's customers plays a crucial role in creating a more environmentally friendly future for generations to come.

As a trusted HP Supplier, Ivy Technology was invited to show its commitment to Sustainable Action by taking HP CSSD Impact pledge on 9 Sustainability protocols, one of these being Sustainability Innovation and Research.



Achievements

CDP

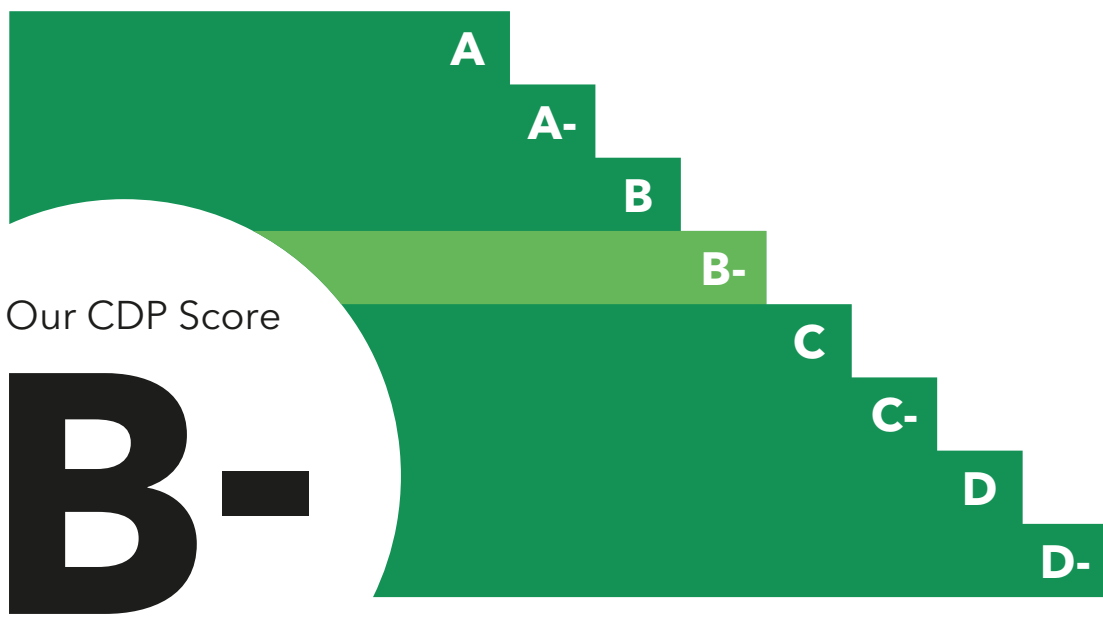
The Carbon Disclosure Project (CDP) is a global nonprofit organization that works with companies, cities, states, and regions to disclose their environmental impacts, particularly related to carbon emissions, water usage, and deforestation. Founded in 2000, CDP operates the world’s largest environmental disclosure system, providing a platform for organizations to measure, disclose, manage, and share environmental data. Through its disclosure platform, CDP enables investors, policymakers, and the public to assess corporate and governmental efforts in addressing climate change, water security, and deforestation. By encouraging transparency and accountability, CDP aims to drive environmental action, promote sustainable practices, and accelerate the transition to a low-carbon, sustainable economy.

In 2022 we initially disclosed what data we had setting us to a D grade, however, early in 2024, Ivy were thrilled to announce that a B- rating had been awarded for sustainability efforts. This significant improvement surpassed the target of a C

rating which demonstrates the commitment to environmental transparency and action.

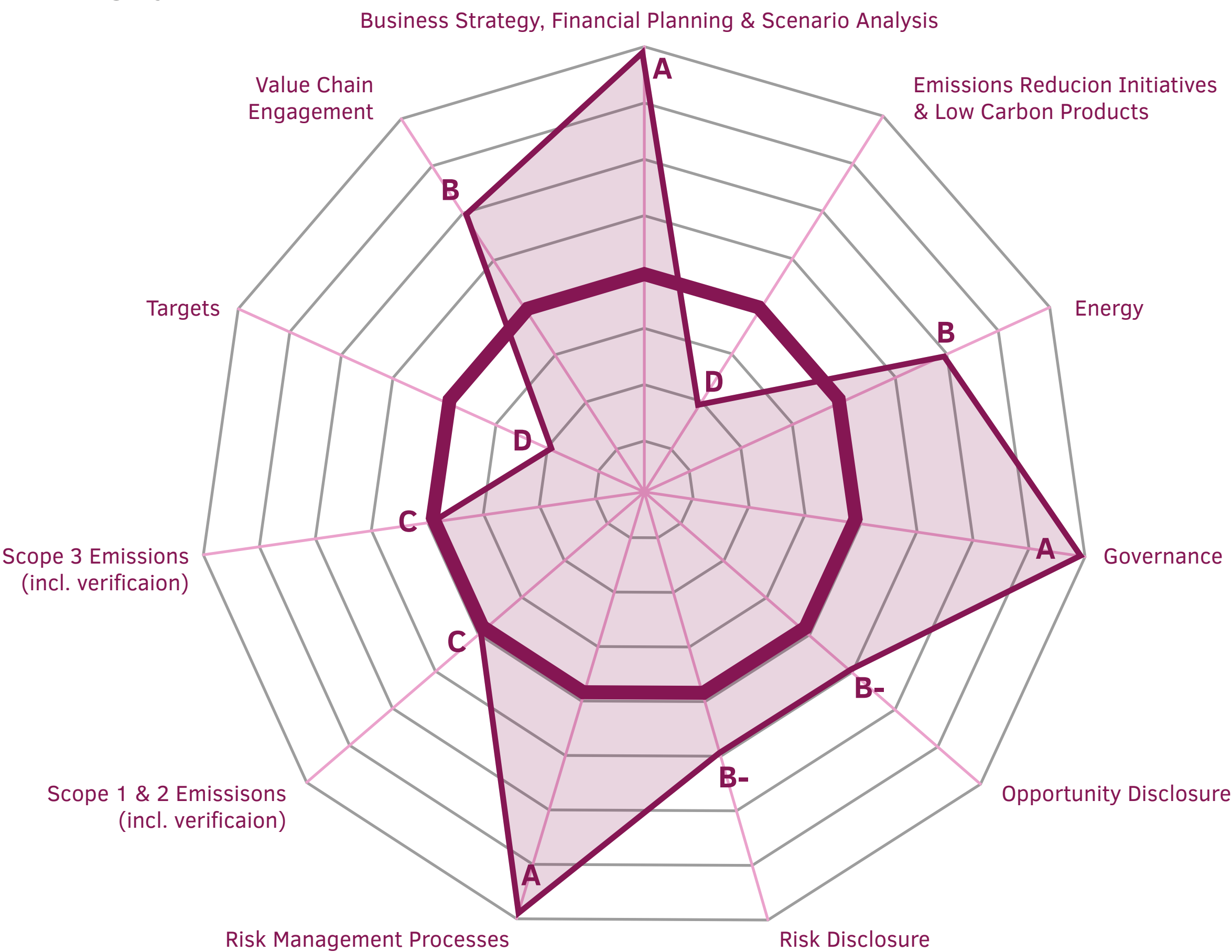
The B- score signifies attainment of ‘Management’ level performance and reflects Ivy’s proactive action on climate issues, singling out Ivy’s Governance Model on climate issues, the steps taken to reduce its emissions, its Climate Risk Management processes and our Business Strategy, Financial Planning & Scenario Analysis for A grades.

Ivy now aim for an A- CDP score by 2026. This achievement highlights the dedication to sustainable practices.



CDP Score Report - Climate Change 2023

Category Scores



ECOVADIS

EcoVadis is a leading provider of sustainability ratings, intelligence, and collaborative performance improvement tools for global supply chains. They specialize in evaluating companies’ environmental, social, and ethical performance based on a comprehensive set of criteria.

These criteria include:

- 1. Environmental Performance:** EcoVadis assesses companies’ efforts to minimize their environmental footprint by evaluating their carbon emissions, energy consumption, water usage, waste management practices, and overall environmental management systems.
- 2.Social Performance:** The social dimension focuses on how companies manage relationships with employees, suppliers, customers, and communities. EcoVadis examines factors such as labor practices, human rights policies, health and safety standards, diversity and inclusion initiatives, and community engagement efforts.
- 3.Ethical Business Practices:** EcoVadis evaluates companies’ ethical conduct

in their business operations, including anti-corruption policies, transparency in governance, compliance with regulations and standards, and adherence to ethical sourcing practices.

By assessing companies across these criteria, EcoVadis provides a holistic view of sustainability performance, enabling Ivy to identify strengths, weaknesses, and areas for improvement in their sustainability practices.

Ivy Technology’s remarkable ascent from the 89th percentile to the 94th percentile in just 12 months can be attributed to their dedicated commitment to enhancing sustainability across their operations. Leveraging EcoVadis’ platform, Ivy Technology systematically identified areas for improvement within their supply chain and implemented targeted initiatives to address them. This proactive approach not only bolstered their own sustainability credentials but also resonated positively with partners and stakeholders.

By embracing sustainable practices, Ivy Technology not only improved their environmental and social impact but also positioned themselves as a leader in responsible business conduct within their industry.



Executive Message from David Harrison

As we conclude this report, I am filled with optimism for the future of Ivy Technology and our commitment to sustainability. Our journey towards a greener, more responsible future is not just a corporate initiative; it's a testament to our dedication to the planet and its inhabitants. Together, we have achieved significant milestones, but our work is far from over. Looking ahead, we have identified several key opportunities by using tools such as EcoVadis and CDP to advance our understanding and controlling and monitoring our progress.

By investing in carbon reduction initiatives, finding innovative supply chain solutions, and fostering greater transparency in our reporting processes, we

can significantly elevate our environmental performance and demonstrate our unwavering commitment to sustainability. Let us continue to innovate, collaborate, and lead by example, ensuring that our actions today shape a more sustainable tomorrow for generations to come.

Thank you for your unwavering support and dedication to our shared vision. Together, we can make a profound difference.

David Harrison

Chief Sustainability Officer,
Ivy Technology

