GOLD | Top 5%

ecovadis

Sustainability Rating

DEC 2024

StarTech.com

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SUSTAINABILITY REPORT 2023

Released September 2024

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EXECUTIVE MESSAGE

ADRIAN MEZENBERG

President & Vice Chairman at StarTech.com

At StarTech.com, our commitment to sustainability is integral to our mission of solving connectivity and business challenges for IT Pros. Our 2023 Sustainability Report showcases our ongoing efforts and achievements in creating a greener, more socially responsible business. Our aim is to help IT Pros meet their own green and socially conscious targets, with the same care that we've always shown.

Community: We believe in giving back to the communities that support us. Our efforts include charitable initiatives, local partnerships, and volunteering programs aimed at making a positive impact.

People: Our employees are our greatest asset. We are dedicated to fostering a workplace that values well-being, diversity, inclusion and belonging. Through various programs and initiatives, we strive to create an environment where everyone can thrive.

Customer Centricity: Customer centricity is at the core of everything we do. By deeply understanding our customers, we innovate to meet their needs while contributing to a sustainable future. From energy-efficient solutions to sustainable packaging, we evolve with our customers in mind.

Environmental Care: We are committed to reducing our environmental impact. Our initiatives focus on reducing greenhouse gas emissions, and minimizing waste. By taking proactive measures, we aim to protect and preserve the environment for future generations.
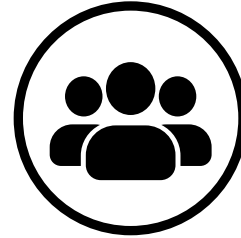
HIGHLIGHT DASHBOARD

ENVIRONMENTAL

GHG EMISSIONS
SCOPE 1: 464.68 CO2E
SCOPE 2: 250.66 CO2E

ENERGY CONSUMPTION
1,177,122 kWh

PRODUCT USE
100% RoHS and REACH (non-toxic) compliance.

PEOPLE PRACTICES

96% Employees received a living wage in our major centers in 2023.

11 HRS Employee training on an average was 11 hours per employee.

100% Participation in Performance Development Cycle completion.

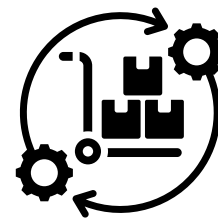**0%** Zero serious health and safety incidents.

GENDER DIVERSITY
30%
- **70% MALE**
- **30% FEMALE**

ETHICAL RESPONSIBILITY

0% Incidents of bribery, corruption, conflict of interest and fraud in 2023.

0% IT and information security breaches in 2023.

SUSTAINABLE PROCUREMENT

73% 11 of our top 15 suppliers prioritize sustainability, each having at least one ESG policy or target.

67% 10 of our top 15 suppliers have committed to anti-corruption and ethics policies.

TO OUR STAKEHOLDERS

CHANNELS

We've prioritized meeting new sustainability requirements by partnering with ESG experts, obtaining certifications and working with innovative providers. We've helped resellers reduce packaging waste with recycled plastic and brown boxes.

END CUSTOMERS

We are committed to helping customers achieve their sustainability goals. Our products are long-lasting, energy-efficient, non-proprietary, packaged responsibly, and supported by a team – reducing waste and power consumption, so less ends up in landfill.

We take pride in our community impact and the leadership of our passionate employees, who guide us and lead initiatives like the Diversity, Inclusion, and Belonging committee. Fostering purpose in both work and personal lives is central to our mission.

EMPLOYEES

At StarTech.com, we are committed to partnering with suppliers and vendors who align with our sustainability goals. We value close collaboration to ensure compliance with recognized CSR and ESG standards for environmental and social practices.

SUPPLIERS

ENVIRONMENTAL

At StarTech.com, we are deeply committed to minimizing our environmental impact and promoting sustainable practices across all areas of our operations. As part of our ongoing efforts to protect the planet, we have set clear targets and initiatives to guide our progress. Below are our key environmental commitments for 2026.

OUR STANCE

Our commitment to environmental stewardship is at the core of our business practices. We recognize the critical importance of conserving natural resources and protecting ecosystems, and we are dedicated to minimizing our environmental footprint across our operations. By working closely with our customers, we support their sustainability goals while ensuring our focus remains on areas most relevant to both our industry and theirs. Through adherence to regulatory standards and a proactive approach to sustainability, we strive to reduce waste, conserve water, optimize energy use, and minimize pollution. Our efforts not only meet but exceed environmental expectations, promoting sustainable practices that benefit both our business and our customers.

ENVIRONMENTAL TARGETS

ENERGY CONSUMPTION & GHG EMISSIONS

StarTech.com has 3 locations. In 2023, our energy consumption across these locations in Columbus, Ohio; London, Ontario; and Northampton, UK totaled 1,177,122.1 kWh. Our GHG emissions (Scope 1 - stationary combustion and fugitive emissions from A/C and Scope 2 - purchased electricity location based) amounted to 715.34 CO2e. By 2026, we are committed to reducing total energy consumption by 5% and achieving a 5% reduction in GHG emissions across our offices and warehouse operations. We are using 2023 as the baseline year.

715.34 CO2e — SCOPE 1 & 2 GHG

5% — COMMITMENT IN REDUCING ENERGY CONSUMPTION & GHG

WATER CONSERVATION

In 2023, our water consumption across our 3 locations was 2,981.68 m³. We aim to reduce water consumption per capita (by employee count) in our offices and warehouse facilities by 10% by 2026, ensuring more efficient use of this vital resource.

2,981.68 m³ — CONSUMED IN 2023

10% — GOAL TO REDUCE WATER CONSUMPTION BY 2026

MATERIALS, CHEMICALS & WASTE

In 2023, we did not have an office waste reduction and recycling program in place at our London, Ontario facility. By 2025, we are committed to initiating one new office waste reduction and recycling program at this location, furthering our efforts to minimize waste and promote sustainable materials management.

0% — WASTE REDUCTION PROGRAMS IN 2023

1 — NEW WASTE REDUCTION PROGRAM BY 2026

ENVIRONMENTAL TARGETS

PRODUCT USE

In 2023, we achieved 100% compliance with RoHS and REACH (non-toxic) standards and local energy efficiency requirements for all our products. Our commitment is to maintain this level of compliance annually and ensure that all products continue to meet these stringent environmental standards through 2025.

100% COMPLIANCE WITH ROHS AND REACH IN 2023

100% MAINTAIN THE SAME LEVEL OF COMMITMENT

PRODUCT END-OF-LIFE MANAGEMENT

In 2023, we did not have any take-back and recycling programs for StarTech.com products. By 2026, we are committed to evaluating one take-back and recycling programs in one of our major markets, supporting a circular economy and reducing product waste.

0% NO TAKE BACK PROGRAM

1 TAKE BACK PROGRAM BY 2026

CUSTOMER HEALTH & SAFETY

We are proud to have reported zero serious health and safety incidents from our customers in 2023. Our goal is to maintain this record through 2024 and 2025 by continuing to enforce an effective escalation process that promptly addresses any customer safety concerns.

100% ZERO SERIOUS HEALTH & SAFETY INCIDENTS

100% MAINTAIN ZERO SERIOUS HEALTH & SAFETY INCIDENTS

ENVIRONMENTAL MEASURES

At StarTech.com, we are committed to reducing our environmental footprint and promoting sustainable practices throughout our operations. To achieve our environmental goals, we have implemented a range of measures and initiatives focused on energy efficiency, water conservation, waste reduction, and product stewardship. Below are the key measures we have put in place.

ENERGY CONSUMPTION & GHG EMISSIONS

- **Employee Training on Energy Conservation**: We have conducted employee training sessions for all employees on energy conservation and climate actions, through our Sustainability 101 course, to promote awareness and responsible energy use.
- **Energy and Carbon Audits:** We completed energy and carbon audits across our Columbus, Ohio; London, Ontario; and Northampton, UK locations to identify areas for improvement and track our progress in reducing energy consumption and GHG emissions.
- **Energy Efficiency Improvements:** We have upgraded our technology and equipment to enhance energy efficiency at all 3 locations, aiming to contribute to a significant reduction in energy use and operational costs.
- **Waste Heat Recovery Systems:** Implemented waste heat recovery systems and efficient heating solutions in our facilities to maximize energy use and minimize waste, supporting our goal to reduce GHG emissions by 5% by 2026.

WATER CONSERVATION

- **Water Recycling Technologies:** We encourage our people to use reusable water bottles, and have adopted technologies to reduce water waste, such as low flow toilets and efficient faucets. We aim to reduce our overall water consumption to support conservation.
- **Water Audits:** We are analyzing water consumption data across our 3 locations to better understand our usage patterns and identify reduction opportunities.
- **Water Efficiency Management**: We provided training on water efficiency and wastewater management through our Sustainability 101 program, helping to inform on responsible water use.
- **Ongoing Monitoring**: We continuously monitor water consumption per capita in our offices and warehouses, aiming to reduce usage by 10% by 2026.

MATERIALS, CHEMICALS & WASTE

- **Waste Reduction Initiatives:** StarTech.com has begun to monitor waste at our London, Ontario facility, focusing on what materials are being sent to landfill that could be diverted and reused, recycled, or repaired.
- **Employee Training on Waste Management**: We have provided training to employees on safe handling of hazardous substances and effective waste sorting, reinforcing the importance of proper waste management.
- **Refurbishing IT Hardware:** We have an internal program to refurbish IT hardware, such as employee laptops, extending product life cycles and reducing electronic waste. We also donate old items to local schools.
- **Use of Sustainable Materials:** We are exploring the use of recovered, eco-friendly, and bio-based input materials in our processes (such as packaging), aiming to reduce reliance on non-renewable resources.

PRODUCT USE

- **RoHS and REACH Compliance:** Achieved 100% compliance with RoHS and REACH regulations, ensuring that all our products are non-toxic and environmentally safe. We are committed to maintaining this compliance annually.
- **Energy Efficiency Standards:** Ensured that 100% of our products comply with local energy efficiency standards as of 2023, and we aim to maintain this compliance through 2025 and beyond.
- **Source Intelligence Implementation:** We use Integrated Source Intelligence as a third-party tool to assess and document REACH compliance, enhancing our product stewardship efforts.
- **Product Development:** StarTech.com continuously innovates and designs products with a focus on sustainability, reducing environmental impact throughout the product life cycle.

PRODUCT END-OF-LIFE

- **Evaluate Take-Back Programs:** We are committed to evaluating a take-back and recycling programs in one major market by 2026, to further investigate responsible end-of-life management of our products.
- **Develop Recycling Initiatives:** Our team is working on establishing comprehensive recycling initiatives for StarTech.com, aiming to reduce waste and promote a circular economy.
- **Extend Product Lifecycles:** Our high-quality, durable products are designed for long-lasting performance with non-proprietary components, encouraging reuse over disposal. Where applicable, we offer replacement parts to further extend product life, with support available to ensure optimal performance throughout the lifecycle.

CUSTOMER HEALTH & SAFETY

- **Maintain Safety Standards:** We are dedicated to maintaining zero serious health and safety incidents reported by our customers in 2024 and 2025 by adhering to strict product safety standards.
- **Escalation Process:** We always aim to improve our escalation process to address any customer safety concerns promptly, ensuring that all incidents are investigated and resolved effectively.
- **Product Safety Audits:** We conduct regular product safety audits to identify and mitigate any potential risks to customer health and safety.
- **Customer Feedback Mechanism**: We have established a feedback mechanism to gather customer input on safety and incorporate their insights into our continuous improvement processes.

LABOUR AND HUMAN RIGHTS

OUR STANCE

StarTech.com is dedicated to supporting people in every aspect of our business. We focus on creating a positive work environment that prioritizes health and safety, open communication, inclusion, and belonging. We are committed to preventing discrimination, harassment, and forced labor while promoting opportunities for growth through training and career development.

LABOUR AND HUMAN RIGHTS TARGETS

EMPLOYEE HEALTH & SAFETY

- Ensuring a safe working environment is a top priority. In 2023, we achieved zero lost time accidents/incidents, and we are committed to maintaining this record in 2024.

CHILD & FORCED LABOR & HUMAN TRAFFICKING

- We uphold strict human rights standards. In 2023 we reported zero incidents of modern slavery. Our commitment is to maintain this record in 2024.

WORKING CONDITIONS

- We are dedicated to providing a living wage that reflects the cost of living in the communities where our employees reside. In 2023, 96% of our employees were paid a living wage. Our commitment for 2024 is to achieve 100% of our workforce earning a living wage. This is a continuous commitment.

DIVERSITY, INCLUSION & BELONGING

- Our DIBs (Diversity, Inclusion, & Belonging) Committee actively supports our DEI initiatives. In 2023, our workforce was composed of approximately 30% female-identified employees and 70% male-identified employees. In 2024, we commit to maintain a balanced workforce, striving for a composition of 28-33% women-identifying employees.

SOCIAL DIALOGUE

- We value the input and feedback of our employees. In 2023, we conducted our annual engagement survey. For 2024, we commit to maintain this survey and introduce a regular Pulse Survey to further enhance employee engagement and communication.

CAREER MANAGEMENT & TRAINING

- We are committed to the continuous development of our employees. In 2023, employees completed an average of 11 hours of training, and 100% participated in our Performance Development Cycle. Our commitment for 2024 is to maintain these standards, ensuring professional growth for all employees.

LABOUR AND HUMAN RIGHTS MEASURES

At StarTech.com, we are dedicated to ensuring the wellbeing, safety, and development of our employees. To support this commitment, we have implemented a range of measures across various aspects of our People Practices policy. These initiatives are designed to create a safe and inclusive workplace for all employees. Below are the key measures we have put in place.

EMPLOYEE HEALTH & SAFETY

- **Employee Health and Safety Risk Assessment**: We complete risk assessments for our warehouse operations, ensuring all potential hazards are identified and mitigated monthly.
- **Health and Safety Emergency Action Plan**: StarTech.com has an emergency action plan to ensure swift and effective responses to any safety incidents.
- **Health and Safety Trainings:** We provide thorough health and safety training for all employees, promoting safe work practices throughout the organization.
- **Psychological Wellbeing:** Our team's wellbeing is paramount. We have an Employee Assistance Program (EAP). All employee have access to the Headspace app for mindfulness. We want to address workplace stress and support psychological wellbeing.

WORKING CONDITIONS

- **Two-Way Communication System:** We have established channels for employees to voice their concerns and provide feedback on working conditions, such as our townhall, fireside chats and SharePoint site.
- **Health Care Coverage**: StarTech.com provides comprehensive health care coverage for all employees, reinforcing our commitment to their overall wellbeing.
- **Compensation and Remuneration:** We communicate the processes for salary determination and advancement, promoting transparency and fairness.
- **Employee Satisfaction Surveys:** StarTech.com conducts surveys to gauge and improve employee satisfaction, ensuring that employee voices are heard and addressed.

CHILD LABOR, FORCED LABOR & HUMAN TRAFFICKING

- **Awareness Training:** We delivered training to raise awareness about the risks of child labor, forced labor, and human trafficking, reinforcing our zero-tolerance policy.
- **Age Verification:** StarTech.com has an employee onboarding process that ensures all new hires are working age to prevent child labor.
- **Grievance Mechanisms:** We have a whistleblower process for reporting any concerns related to child labor, forced labor, or human trafficking. The NAVEX's EthicsPoint system, is a comprehensive and confidential whistleblower reporting tool/hotline that enables our employees to report any instances of misconduct, fraud, abuse, or ethical violations anonymously

CAREER MANAGEMENT & TRAINING

- **Skills Development Training:** We provide all employees with access to skills development training, supporting their continuous professional growth.
- **Performance Management:** StarTech.com has a regular performance assessment process to ensure all employees receive feedback and guidance annually.
- **Career Development Plans:** We offer career development resources, aligning employee's growth with organizational goals.
- **Training Commitment:** We are committed to maintaining an average of 11 hours of training per employee in 2024 to foster ongoing development.

SOCIAL DIALOGUE

- **Employee Representation:** StarTech.com has several Employee Resource Groups that all connect regularly with an executive sponsor to facilitate open communication between employees and management.
- **Engagement Surveys:** Continued to conduct annual engagement surveys and introduced regular Pulse Surveys to gather ongoing feedback and enhance employee engagement.

DIVERSITY, INCLUSION & BELONGING

- **Preventing Discrimination in Recruitment:** Our recruitment and selection processes ensure equal opportunity for all candidates, as outlined by our commitment on each job posting.
- **Diversity Training:** StarTech.com has implemented diversity training programs are available to all employees to foster an inclusive and respectful workplace.
- **Workplace Harassment Prevention:** We have implemented robust measures to prevent workplace harassment, including mandatory training and access to a whistleblower hotline for employees.
- **DIBs Committee Goals:** Through our DIBs (Diversity, Inclusion, and Belonging) committee, we aim to foster a culture of inclusion and belonging by providing resources and organizing events that support and celebrate diversity across our workforce.

ETHICAL RESPONSIBILITY

At StarTech.com, our ethical practices are fundamental to our business integrity and success. We are committed to maintaining the highest standards of ethics across all aspects of our operations. On the next page are our focus areas and targets for 2024

OUR STANCE

At StarTech.com, ethical integrity is at our core. Our Code of Conduct serves as a guiding framework, outlining the principles, standards, and responsibilities that all employees must uphold. It empowers our team to make sound decisions rooted in honesty, respect, and accountability. We expect our employees to exercise good judgment and seek guidance whenever necessary, ensuring that our actions reflect the highest ethical standards in all aspects of our business.

ETHICAL RESPONSIBILITY TARGETS

✳ ***ANTI CORRUPTION & ANTI BRIBERY***

- In 2023, we reported zero incidents of bribery, corruption, and fraud. We are committed to maintaining this record in 2024 by continuing to uphold our rigorous anti-corruption policies and practices.

✳ ***RESPONSIBLE INFORMATION MANAGEMENT & SECURITY***

- We strive to protect our data and that of our stakeholders. In 2023, we had zero IT and information security incidents. Our target for 2024 is to maintain this standard, ensuring that our information management practices are robust and secure.

✳ ***CONFLICT OF INTEREST***

- StarTech.com knows that maintaining impartiality and transparency is crucial to our operations. In 2023, we reported zero incidents of conflict of interest, and we are committed to upholding this record in 2024 by reinforcing our conflict of interest policies and training.

OUR GOAL IS TO MAINTAIN THE SAME LEVEL OF ETHICAL RESPONSIBILITY FROM 2023

┈┈┈┈➤

INCIDENTS

0%

ETHICAL RESPONSIBILITY MEASURES

At StarTech.com, we are committed to upholding the highest standards of ethics across all areas of our business. These measures ensure that our operations are conducted with integrity, transparency, and accountability. Below are the key measures we have implemented to support our ethical commitments.

ANTI-CORRUPTION AND BRIBERY

- **Awareness Training:** We have conducted employee training on anti-corruption and bribery prevention, integrated into our Sustainability 101 and Compliance Training programs to ensure all employees understand and adhere to ethical practices. All employees sign our Code of Conduct.
- **Whistleblower Procedure:** We have established a confidential whistleblower procedure, allowing stakeholders to report any concerns related to corruption or bribery without fear of reprisal.
- **Sensitive Transactions Approval**: We have developed and implemented a specific approval procedure for sensitive transactions, such as gifts, to prevent potential conflicts of interest and ensure transparency.
- **Anti-Corruption Policy Review:** StarTech.com regularly reviews and updates our Anti-Corruption policy to align with global best practices and ensure rigorous enforcement across the company.

CONFLICT OF INTEREST

- **Conflict of Interest Policy:** We maintain a clear and comprehensive Code of Conduct policy, which is regularly reviewed and communicated to all employees to prevent and address potential conflicts of interest.
- **Employee Training**: StarTech.com provides ongoing training to help employees recognize and manage situations that could lead to conflicts of interest, ensuring decisions are made with integrity.
- **Disclosure Procedures:** We enforce strict procedures requiring employees to disclose any potential conflicts of interest, promoting transparency and accountability within the organization.
- **Whistleblower Mechanism:** We continue to provide a confidential whistleblower mechanism for reporting concerns related to conflicts of interest, ensuring that all reports are handled with the utmost seriousness and confidentiality.

RESPONSIBLE INFORMATION MANAGEMENT & SECURITY

- **Information Security Training:** We have provided training on information security, including email phishing tests and compliance courses, to protect against data breaches and ensure the safety of company and client information.
- **Whistleblower Procedure:** StarTech.com uses our whistleblower mechanism as a reporting channel for any concerns related to information security, ensuring prompt and confidential handling of issues.
- **Information Security Risk Assessments:** We had a third party conduct thorough risk assessments to identify vulnerabilities in our information management systems, allowing us to take proactive measures to secure sensitive data.
- **Control Audits:** We have established regular audits of our information security controls to prevent unauthorized access and ensure compliance with data protection regulations.

SUSTAINABLE PROCUREMENT

At StarTech.com, we are dedicated to fostering a sustainable and responsible supply chain that aligns with our environmental and ethical values. Our Sustainable Procurement Policy reflects our commitment to partnering with suppliers who prioritize sustainability and ethical practices.

OUR STANCE

At StarTech.com, we believe that achieving our sustainability goals is a shared responsibility, extending beyond our operations to include our entire supply chain. We are committed to partnering with suppliers who share our dedication to environmental stewardship and the fair treatment of people. To ensure alignment with our values, we have developed a Vendor Handbook that outlines our expectations across key areas, including working conditions, health and safety, and environmental impact. Additionally, we have implemented a CSR self-assessment for our suppliers and conduct thorough evaluations of our vendors using our own ESG checklist. Our new Sustainable Procurement Policy reflects our ongoing and future commitments as we continue to grow and evolve, ensuring that our supply chain contributes to a more sustainable and ethical world.

SUSTAINABLE PROCUREMENT TARGETS

✳ ENVIRONMENTAL RESPONSIBILITY

- In 2023, 73% of our top 15 direct and indirect suppliers, based on spend, demonstrated a commitment to sustainability by having at least one Environmental, Social, and Governance (ESG) policy or target in place. Our goal is to increase this to 80% by 2026, ensuring that a greater portion of our supply chain is actively engaged in sustainability efforts.

✳ SOCIAL DIALOGUE AND ETHICS

- In 2023, 67% of our top 15 direct and indirect suppliers committed to anti-corruption and ethics policies. By 2026, we aim to increase this to 80%, reinforcing our dedication to ethical business practices throughout our supply chain. We will continue to work closely with our suppliers to ensure they uphold the highest standards of integrity and social responsibility.

SUSTAINABLE PROCUREMENT MEASURES

REACH COMPLIANCE

Implement Source Intelligence to manage and document supplier compliance with REACH regulations, ensuring all suppliers meet chemical safety standards and minimizing environmental and health risks.

SUPPLIER SUSTAINABILITY AUDITS

Conduct regular audits of top suppliers to ensure compliance with StarTech.com's ESG criteria, enhancing transparency, accountability, and improving supplier performance in key sustainability areas.

LONG-TERM SUPPLIER PARTNERSHIPS

Engage in long-term partnerships with suppliers committed to sustainable practices like waste reduction and energy efficiency, building a reliable and responsible supply chain that supports StarTech.com's sustainability goals and reduces disruption risks.

ECO-FRIENDLY MATERIAL SOURCING

Prioritize sourcing of recycled or biodegradable materials for products and packaging, reducing the environmental footprint of StarTech.com's supply chain and contributing to global waste reduction efforts.

STORIES WE'RE PROUD TO SHARE

01

DONATIONS FOR EDUCATION

- StarTech.com is committed to supporting education and reducing e-waste by donating laptops and monitors to schools through partnerships like with STEAM Education. This initiative provides students with the technology they need while promoting sustainability by extending the life of valuable electronics.
- **Measure**: Donation of laptops and monitors to schools.
- **Outcome**: Increased access to technology for students and reduced electronic waste.

02

HEALTH & SAFETY RECORD

- StarTech.com prioritizes employee well-being by maintaining a strong focus on health and safety, achieving a record of zero incidents. We also invest in continuous improvement, with ongoing safety training.
- **Measure**: Safety training and safety checks at each site.
- **Outcome**: Zero safety incidents in our baseline year of 2023, ensuring a safe and healthy workplace.

03

UNITED WAY PARTNERSHIP

- StarTech.com has strengthened its longstanding partnership with United Way, contributing over $2 million to support local communities. This partnership has enabled us to make a meaningful impact in the lives of those in need, through both financial support and volunteer efforts.
- **Measure**: Over $2 million in employee donations to United Way.
- **Outcome**: Enhanced community support and engagement through strategic philanthropy.

04

NO TAILPIPE IN WAREHOUSES

- StarTech.com took a significant step towards reducing its carbon footprint by implementing a policy for 100% electric vehicles in all warehouse operations. This initiative has not only cut down emissions but also set a new standard for sustainability in logistics.
- **Measure:** 100% electric vehicle adoption across all warehouses.
- **Outcome**: Significant reduction in greenhouse gas emissions from warehouse operations.

2024-2025 GOALS

As we look ahead to 2024 and 2025, StarTech.com is committed to advancing our sustainability initiatives with clear, actionable goals. Our focus will be on achieving industry recognition, fostering internal engagement, and establishing strong governance to guide our efforts. Get ready - we're aiming to accomplish some important feats.

ECOVADIS CERTIFICATION

- Our primary goal for 2024 is to achieve an EcoVadis scorecard. EcoVadis is a globally recognized standard for sustainability and ethical business practices. This scoring will serve as a testament to our commitment to environmental responsibility, social equity, and governance. By the end of 2024, we aim to have fully integrated the necessary practices across all areas of our operations to meet the requirements of EcoVadis, positioning StarTech.com as a leader in sustainable business.

ESTABLISHING AN ESG COMMITTEE

- We want to make sure our sustainability efforts are strategic, cohesive, and effectively implemented. In 2024, we have established an Environmental, Social, and Governance (ESG) committee. This committee will be responsible for overseeing all sustainability initiatives, setting priorities, and ensuring that we are meeting our goals. The ESG committee will bring together leaders from across the company, providing diverse perspectives and expertise to guide our sustainability strategy. This group will be instrumental in driving forward our sustainability agenda, ensuring accountability, and fostering a culture of continuous improvement.

STAFF ENGAGEMENT AND INVOLVEMENT

- We recognize that our sustainability initiatives' success relies heavily on our entire team's engagement and participation. We want to continue efforts. We held an all-staff discussion in June 2024, where we outlined our sustainability goals, shared our vision, and invited input from employees. Following this kickoff, we aim to continue the discussion on sustainability, where we will review our progress, discuss challenges, and brainstorm new ideas. These regular meetings will keep sustainability top-of-mind, encourage ongoing dialogue, and ensure that every member of our team has a voice in shaping our sustainability journey.

By setting these ambitious goals for 2024 and 2025, StarTech.com is taking steps to integrate sustainability into many aspects of our business. We are committed to meeting industry standards, driving positive change, and ensuring that our operations reflect the values. Together, we will build a more sustainable future for our company, our customers, and the communities we serve.

OUR FUTURE PLANS

As we look to the future, StarTech.com is committed to advancing our sustainability journey with a clear and bold vision. Our long-term approach is rooted in continuous improvement, adaptation, and a deep commitment to meeting the evolving challenges of sustainability.

Investigating a Product Take-Back Program

We are interested in taking steps to close the loop on our products' lifecycle. By investigating a product take-back program, we want to learn more about recycling and reuse, and how we might contribute to waste reduction and the circular economy. This initiative could help us reduce our environmental footprint and support our customers in making more sustainable choices.

Achieving 100% Living Wage Compliance

A key priority for us is ensuring that every employee at StarTech.com earns not just a minimum wage, but a living wage. We are committed to achieving 100% living wage compliance across our 3 main centers, ensuring that our people are supported fairly and equitably.

Enhancing Our Circular Economy Contribution

Our future success depends on our ability to contribute to the circular economy. We will enhance our recycling and waste reduction efforts across all areas of our business, from product design to packaging. By focusing on resource efficiency, we aim to minimize waste and maximize the lifecycle of our products.

Expanding Supplier Sustainability Evaluations

We recognize the importance of a responsible and transparent supply chain. Moving forward, we will increase the percentage of suppliers evaluated for sustainability, ensuring that our partners share our commitment to ethical practices and environmental stewardship. This will strengthen our supply chain and align it more closely with our sustainability goals.

Embracing Data-Driven Communication

Transparency is at the heart of our sustainability strategy. We will continue to communicate our targets and progress with clear, data-driven insights, ensuring that all stakeholders have a transparent view of our achievements and areas for improvement. This approach will help build trust and accountability as we advance our sustainability efforts.

Collaborating with Industry Experts

Innovation and collaboration are essential to our success. We will continue to work closely with industry experts and partners to share ideas, develop new solutions, and stay ahead of emerging sustainability challenges. By fostering these relationships, we will ensure that StarTech.com remains at the forefront of sustainable business practices.

OUR COMMITMENT TO THE FUTURE

Our vision for the future is one of bold action and unwavering commitment. StarTech.com is determined to not only meet but exceed the expectations of our customers, employees, and stakeholders as we strive for a more sustainable world.

The steps outlined above are just the beginning. As we move forward, we will remain agile, continuously adapting to new challenges and opportunities in our pursuit of excellence in sustainability.

In addition to our own efforts, we actively support our partners and customers in achieving their ESG and sustainability goals. By providing guidance, and offering innovative solutions, we help them navigate the evolving landscape of sustainability.

Together, we can build a future where sustainability is not just a goal but a core part of everything we do. This is where we go from here, and we are excited to take this journey with you.

APPENDIX

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

While all of the UN SDGs are important and interconnected, some are more directly relevant to our organization than others. In this section, we outline the specific alignment and targets we are prioritizing at StarTech.com, highlighting how they align with our overall strategy and organizational goals.

UN SDG	ACTIONS	GO FORWARD
NO POVERTY	• Community involvement with the United Way. • Donated over $2M all time to local nonprofits.	• Continue to support local communities through donations and volunteer work. • Partner with more organizations to maximize impact.
ZERO HUNGER	• StarTech.com employees assemble food bank donations multiple times each year, supporting local communities.	• Continue to support food banks through donation drives in our major centers. • Partner with local food banks to identify and address specific needs.
AFFORDABLE AND CLEAN ENERGY	• Focus on energy-efficient products and solutions. • Develop and promote products that help users reduce energy consumption.	• Develop and market products with energy-saving features. • Educate customers on the benefits of using energy-efficient products.
INDUSTRY, INNOVATION, AND INFRASTRUCTURE	• Invest in innovative technologies and infrastructure improvements. • Enhance product design to support modern, sustainable infrastructure.	• Invest in R&D for sustainable technology solutions. • Partner with other tech companies to drive innovation in sustainable infrastructure.
RESPONSIBLE CONSUMPTION AND PRODUCTION	• Implement sustainable production practices. • Encourage recycling and responsible disposal of electronic products.	• Implement eco-friendly materials in products and packaging. • Investigate a product take-bask program to look at recycling and minimize e-waste.

ALIGNMENT TO SASB
ENVIRONMENTAL METRICS (MULTILINE AND SPECIALTY RETAILERS)
STARTECH.COM 2023 BASELINE

SASB TOPIC	SASB CODE	METRIC	CATEGORY	2023 BASELINE (DEC 1, 2022 - NOV 30, 2023)	UNIT OF MEASURE
Greenhouse Gas Emissions	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	(1) 1,177,122.1 kWh which is 4,237.64 GJ, (2) 100% grid electricity, (3) 0% renewable	Gigajoules (GJ), Percentage (%)
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	Discussion and Analysis	StarTech.com has implemented comprehensive data security protocols, including regular risk assessments, encryption, and employee training. The company follows industry standards for data protection.	n/a
	CG-MR-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Quantitative	(1) 0, (2) 0%, (3) 0 customers affected	Number, Percentage (%)
Labor Practices	CG-MR-310a.1	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region	Quantitative	(1) Not reporting as we instead focused efforts on Living Wage across our 3 centers in 2024 (2) 100% earning above minimum wage	Reporting currency, Percentage (%)
	CG-MR-310a.2	(1) Voluntary and (2) involuntary turnover rate for in-store employees	Quantitative	(1) Not reporting (2) Not reporting	Rate
	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	Quantitative	Not reporting at this time	Reporting currency
Workforce Diversity & Inclusion	CG-MR-330a.1	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees	Quantitative	(1) a) 28% female-identified executive management and 72% male-identified b) Not reporting b) not reporting c) 30% female-identified employees and 70% male-identified (2) Not reporting	Percentage (%)
	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Quantitative	Not reporting at this time	Reporting currency
Product Sourcing, Packaging & Marketing	CG-MR-410a.1	Revenue from products third-party certified to environmental and/or social sustainability standards	Quantitative	Not reporting at this time	Reporting currency
	CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	Discussion and Analysis	StarTech.com ensures all products comply with RoHS and REACH standards. The company assesses suppliers regularly to manage chemical risks in the supply chain.	n/a
	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	Discussion and Analysis	StarTech.com has transitioned to 100% recyclable brown boxes for shipping and is exploring biodegradable options for internal packaging materials.	n/a
Activity Metrics	CG-MR-000.A	Number of: (1) retail locations and (2) distribution centers	Quantitative	(1) 0 retail locations, (2) 3 distribution centers	Number
	CG-MR-000.B	Total area of: (1) retail space and (2) distribution centers	Quantitative	(1) 0 m² retail space, (2) Not reporting	Square meters (m

THANK YOU FOR READING