ICT Sustainability Report

2025

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Executive Summary

This sustainability report from ICT covers the year 2025, covering our ongoing commitment to transparency, accountability, and continuous improvement in how we manage and report our environmental and social impact.

Founded in 1993, ICT is a managed service provider specializing in technology asset disposition (ITAD) and value recovery. Our model is built on Mission Reuse—prioritizing the repurposing of IT assets to reduce environmental impact, recover value, and minimize waste. With a zero-landfill policy, closed-loop recycling, and strict adherence to R2v3, ISO14001, and ISO 45001 (formerly OHSAS 18001), ICT provides secure, compliant, and sustainable ITAD solutions across North America and beyond.

2025 Highlights

Environmental Impact: ICT avoided over 780,078 kg CO_2 e in emissions through reuse and responsible recycling during the reporting period. We also produced a NET Scope 3 emissions of –5,138 kg CO_2 e through our remote-first work model, preventing further carbon emissions from our activities. We also maintained our commitment to 100% landfill diversion for electronic waste.

Social Responsibility: We maintained our labor and human rights policy, maintained merit-driven inclusion in our workforce, strictly enforced our no-discrimination policy, and continued to support technology donations to underserved communities.

Education & Outreach: We maintain an in-house R&D division led by industry experts who track emerging trends, evolving standards, and new research to keep us at the forefront of ITAD innovation. We use that research to continually publish original white papers and blog articles and to develop internal training courses on sustainable ITAD practices. We also have continued to expand our use of social media for education, including finalizing our preparations to our *ITAD Insights* YouTube channel, which is now online.

Governance Improvements: We further strengthened processor compliance and audit-ready project reporting, including the offering of our carbon emissions reductions reports for reuse vs. Recycling. And we have embedded sustainability oversight into daily operations.

As a leader in responsible ITAD, ICT remains committed to merging research with real-world impact—delivering smarter, safer, and more sustainable ways to retire technology.

Introduction

Background

Founded in 1993, ICT is a leading managed service provider of end-to-end technology asset disposition and value recovery services, specializing in the repurposing and environmentally responsible recycling of end-of-life IT equipment. ICT operates with a Mission Reuse focus that prioritizes the repurposing of retired assets over recycling. This process also helps companies recover residual value, lower infrastructure upgrade costs, and mitigate e-waste risks.

ICT stands out with its all-inclusive, turnkey service model, offering simple project intake, transparent quoting with no fine print, and 72-hour pickups across North America, with global capabilities. The company accepts all types and volumes of technology assets and supports clients with an online portal for real-time tracking, customizable audit-ready reporting, and full compliance with R2v3, ISO 14001, and ISO 45001 (formerly OHSAS 18001) standards. With a zero-landfill policy and closed-loop recycling, ICT has delivered secure, compliant, and financially intelligent disposition solutions trusted by enterprise clients for over three decades.

Sustainability Vision

ICT's sustainability vision is to lead the ITAD industry by prioritizing reuse over recycling or waste, enabling organizations to retire technology responsibly, recover maximum residual value, and minimize environmental impact. Through closed-loop compliance and a zero-landfill policy, we deliver solutions that are secure, sustainable, and built for the future.

At ICT, we believe sustainability is more than a goal; it's a moral imperative. Since 1993, our mission has been to transform how organizations retire technology by prioritizing reuse, eliminating unnecessary waste, and engineering solutions that benefit both business and the planet.

Reporting Period

As we publish our second annual sustainability report, covering the period from January to December 2025, we reaffirm our commitment to transparency, accountability, and continuous improvement in pursuit of a more circular, secure, and sustainable future for technology.

Environmental Impact

Environmental Policy

At ICT, we are committed to minimizing the environmental impact of technology asset disposition. Our operations are guided by the principles of a circular economy and environmental stewardship, and we continuously seek to reduce our ecological footprint while supporting our clients in doing the same.

1. Prioritizing Reuse

Extend the life of IT assets whenever possible through repurposing, refurbishment, and remarketing. Increasing the useful lifespan of electronic devices by 50%–100% can mitigate up to half of the total GHG emissions (Singh & Ogunseitan, 2022), while preventing numerous hazardous compounds from entering the environment.

Furthermore, studies by the US EPA (US EPA WARM, 2019) have shown that reuse can avoid up to 28 times more carbon emissions than recycling can.

Our Mission Reuse policy promotes resource conservation, ecosystem and biodiversity protection, clean air and water, and a circular economy while minimizing carbon emissions. It also promotes social equality, helping bridge the digital divide and making more technology accessible to those who cannot afford it.

2. Sustainable Recycling

Recycling is seen as a last resort only when reuse is not feasible. When recycling becomes necessary, we use only certified local processors with closed-loop recycling practices.

This ensures that assets are never shipped to unregulated processors, protecting against unnecessary air, water, and soil pollution, and protecting human health from unsafe working conditions.

3. Zero-Landfill Policy

We recognize that electronic waste should never end up in landfills because of the many hazardous compounds they contain (lead, mercury, cadmium, flame retardants, PFAS, etc.). So, we prevent all electronic waste from reaching landfills through rigorous process controls and responsible handling by our fully vetted and certified third-party processors.

ICT had a zero-landfill policy in place long before the first US state started banning or controlling e-waste in landfills. Now, 23 states and the District of Columbia have explicitly banned e-waste in their landfills, with others having it strictly controlled through other means (ERI, 2026).

4. Compliance & Certification

We operate in full compliance with all applicable environmental regulations and ensure all of our processors maintain current certifications under R2v3, ISO 14001, and ISO 45001.

This is critical in today's digital age where the production of e-waste is rising five times faster than documented recycling (UNITAR, 2024), resulting in countless assets ending up in landfills or unregulated recycling centers where they threaten the environment and human health.

5. Continuous Improvement

We maintain a dedicated in-house Research & Development division, staffed by industry experts committed to ensuring our organization remains at the forefront of innovation. This team continuously monitors emerging trends, evolving standards, and groundbreaking studies within the IT Asset Disposition (ITAD) sector, positioning our company as a thought leader and forward-looking force in the field.

Our sustainability team uses that information and rigorously monitors our environmental performance, sets objectives, and regularly reviews and improves our practices to reduce waste, emissions, and resource consumption.

6. Stakeholder Awareness

We educate clients, processors, suppliers, partners, and staff on the environmental impact of ITAD and the importance of sustainable asset disposition. We use a variety of outlets to educate stakeholders, including conversations with clients and potential clients. We currently have 26 published white papers and 33 articles available for public viewing during the reporting period, all written with sustainable ITAD goals. We also expanded our social media outreach on LinkedIn and have now launched our new YouTube channel *ITAD Insights* to further help educate the public about sustainable ITAD.

We continue to offer our clients carbon emissions reductions reporting showing the Scope 4 Avoided Emissions from reuse and recycling and Scope 3 emissions from transportation so they can better understand the impact of their ITAD process. They can also use that data in their own sustainability and carbon emissions reporting.

Our environmental policy applies to all ICT operations, including all of our third-party processors, and reflects our long-term commitment to environmental protection, regulatory compliance, and the advancement of sustainable ITAD.

Finally, our policies are also designed in accordance with numerous UN Sustainable Development Goals (SDGs), which cover stakeholders on a global scale, including:

- SDG#3 – Good health and well-being
- SDG#6 – Clean water and sanitation
- SDG#8 – Decent work and economic growth
- SDG#10 – Reduced inequalities
- SDG#11 – Sustainable cities and communities
- SDG#12 – Responsible production and consumption
- SDG#13 – Climate action
- SDG#14 – Life below water
- SDG#15 – Life on land
- SDG#16 – Peace, justice, and strong institutions
- SDG#17 – Partnerships for the goals

Key Initiatives

The following is our list of current key initiatives.

- Mission Reuse: Prioritizing asset reuse to extend lifecycle, recover value, and reduce emissions.
- Certified Recycling: All non-reusable assets are handled by certified processors using environmentally sound, closed-loop methods.
- Zero Landfill Policy: ICT maintains a strict zero-landfill policy for all electronic waste.
- Remote-First Workforce: By supporting remote work, ICT reduces carbon emissions related to commuting and avoids the footprint of large, centralized offices.
- All processing partners are subject to regular audits conducted by accredited certifying bodies to ensure compliance with R2v3, ISO 14001, and ISO 45001 standards. Verified certifications are published in the appropriate public registries.
- Client Reporting and Emissions Data: ICT provides audit-ready project reports including offering Scope 4 carbon emissions reductions reports to support clients' ESG efforts.
- Sustainability Education: We produce white papers, blogs, and video content to promote sustainable ITAD across all industries.

Performance Metrics – Normal Operations

For this reporting year, we can confidently say that ICT has helped generate the following carbon emissions/reductions during normal operations:

- Scope 4 Avoided Emissions from reuse of approximately –771,681 kg CO_2 e
- Scope 4 Avoided Emissions from recycling of approximately –8,397 kg CO_2 e.

Furthermore, in the spirit of transparency, we also report Scope 3 emissions of approximately +19,758 kg CO_2 e from transportation related to our operations. (For more information, see our carbon emissions report in Appendix A).

Performance Metrics – Remote-First Workforce Carbon Reductions

Additionally, we started estimating the emissions reductions from our remote-first workforce model that reduces the need for commuting-related emissions.

We calculated our carbon reductions based on the average full-time American commuter driving about 6,000 miles to and from work each year. This number is based on a typical one-way commute of roughly 12 miles over 250 working days per year (12 miles/trip x 2 trips/day x 250 days = 6,000 miles).

We have 7 part-time and 1 full-time employee. And using published work-at-home emission factors to account for heating, electricity, and more, we calculated a NET Scope 3 emissions of –5,138 kg CO_2 e.

Case Study: Medical Company

This case study shows the Scope 4 carbon emissions reductions we achieved working with a single client over the course of a few years, prioritizing reuse and recycling only as a last resort.

Reused Assets			**Recycled Assets**		
Item	**Weight (lbs)**	**kg CO_2e**	**Item**	**Weight (lbs)**	**kg CO_2e**
Desktops	4,686	-48,875	Desktops	1,597	-1,190
Mobile IT	11,370	-169,584	Mobile IT	592	-317
Flat Panel Displays	39	-472	Flat Panel Displays	568	-28
Data Center & Network	80	-834	Data Center & Network	315	-3,285
Electronic Peripherals	2	-10	Electronic Peripherals	1,880	-348
Hard Copy Devices	0	0	Hard Copy Devices	0	0
Scope 4 from Reuse		**-219,775**	**Scope 4 from Recycling**		**-5,168**

This medical company was able to generate an amazing -219,775 kg CO_2e of Scope 4 Avoided Emissions from reuse. Since not every asset was reusable, we also recycled assets for -5,168 kg CO_2e of Scope 4 Avoided Emissions. Altogether, we helped this client generate –224,943 kg CO_2e in avoided emissions. Their Scope 3 emissions from transportation produced a net release of just 3,613 kg CO_2e. This shows a huge net reduction in carbon emissions over the span of this one client's work with ICT.

Social Responsibility

ICT's commitment to sustainability extends beyond environmental performance. It also includes the well-being, rights, and dignity of every person connected to our business. From equitable employment practices to worker protections and community engagement, our policies reflect our dedication to long-term social impact and alignment with the UN Sustainable Development Goals (SDGs 5, 8, 10, and 16).

Employee Welfare

We maintain a safe, healthy, and supportive working environment for all employees, in compliance with the Occupational Safety and Health Act (OSH Act) and relevant local regulations. This includes:

- Regular safety training, hazard prevention protocols, and open reporting channels.
- Routine workplace evaluations and continuous safety improvements.
- Support for work-life balance through responsible scheduling and wellness awareness.

Fair Wages and Working Conditions

ICT complies with all applicable federal and state wage and hour laws, including the Fair Labor Standards Act (FLSA):

- All employees receive at least the minimum wage (whichever is higher—federal or state).
- Overtime pay is provided in accordance with legal standards.
- We prohibit wage theft and audit payroll regularly for transparency and fairness.
- We monitor hours to prevent overwork and support employee well-being.

No Forced or Child Labor

ICT strictly prohibits any form of forced, bonded, or child labor, both within our operations and throughout our supply chain. This commitment aligns with international labor standards and supports ethical sourcing.

Diversity and Inclusion

ICT is an equal opportunity employer, fostering an inclusive workplace where hiring and advancement are based on merit and qualifications. We strictly enforce:

- Title VII of the Civil Rights Act, Equal Pay Act, ADA, and ADEA provisions.
- Equal pay for equal work across gender and demographic groups.

- Accommodations and accessibility for employees with disabilities. Our remote work focus provides employment access for individuals with any disability.
- A workplace culture that embraces diversity and does not tolerate discrimination or harassment.

Community Engagement

ICT seeks to create a positive impact in the communities where we live and work. Our community engagement strategy includes:

- Facilitating our client's ability to safely donate retired assets or their financial return to schools, nonprofits, and underserved populations.
- Work with certain non-profits, helping them process their ITAD at no cost.
- Encourage employee participation in local volunteer efforts and sustainability initiatives.
- Partnerships with clients to support circular economy goals that benefit broader society.
- Future plans to formalize a community donation program under the Mission Reuse banner.

Social Impact Assessment

ICT's social impact extends across our workforce, supply chain, and the broader communities we serve.

Directly, we promote fair labor practices, equal opportunity, and employee well-being through a safe, inclusive workplace environment with policies that align with U.S. labor laws and international human rights principles.

Indirectly, our Mission Reuse program supports digital inclusion by extending the life of IT assets. Reused equipment is often donated or sold at low cost, helping schools, nonprofits, and underserved communities access essential technology.

By combining responsible employment practices with circular economy principles, we contribute to a more equitable and sustainable future.

Governance and Ethics

At ICT, strong and ethical leadership forms the foundation of our sustainability strategy. Our governance framework ensures that environmental, social, and operational priorities are integrated into decision-making at all levels of the organization.

Governance Structure

Sustainability oversight is embedded within our executive leadership, sustainability, and operations teams. Our sustainability, R&D, compliance, and operation leads all work in close coordination to monitor environmental impact, labor practices, and client-facing service quality.

The Executive Team sets sustainability priorities and ensures alignment with strategic objectives.

The Sustainability Working Group, led by ICT's Environmental Scientist and Director of R&D, conducts research into sustainable ITAD, reviews internal practices, and identifies areas for improvement, ensuring ICT remains at the forefront of responsible ITAD practices.

Operational staff and vendor partners are trained and audited to maintain sustainability standards across the value chain.

Compliance and Ethics

ICT is committed to ethical business conduct and full regulatory compliance in every jurisdiction we operate. We adhere to all relevant environmental, labor, and data security laws and require the same from all of our downstream partners and service providers.

- All processors must hold valid R2v3, ISO 14001, and ISO 45001 certifications.
- We maintain strict data protection protocols in accordance with NIST 800.88 guidelines to ensure secure disposition of all client assets.
- Our Labor and Human Rights Policy reinforces our zero-tolerance stance on discrimination, harassment, wage theft, and unethical labor practices.
- A culture of transparency and integrity guides every interaction—with clients, partners, regulators, and one another.

Risk Management

Sustainability-related risks, including regulatory changes, supply chain noncompliance, data breach exposure, or environmental impact, are identified and addressed through an integrated risk management process.

Environmental risks are managed through certification-based recycling, zero-landfill policies, and ongoing emissions monitoring.

Social risks are mitigated through proactive labor policy enforcement, vendor compliance audits, and staff training.

Operational risks are reduced through standardized intake workflows, real-time project tracking, and incident response planning.

We view good leadership as a safeguard and strategic support to ensure that ICT's sustainability goals are actionable, accountable, and enduring.

Stakeholder Engagement

ICT's sustainability strategy is informed by ongoing engagement with the people and organizations most affected by our work. By listening to a broad range of stakeholders, we ensure our actions reflect real-world needs, risks, and opportunities.

Key Stakeholders

- **Customers**: Enterprise, education, government, and non-profit clients using ICT's ITAD services.
- **Suppliers & Processors**: Certified downstream vendors and logistics partners supporting responsible reuse and recycling.
- **Employees**: ICT staff involved in operations, compliance, R&D, sales, and support.
- **Regulators & Certifying Bodies**: Entities enforcing environmental, labor, and data security compliance (e.g., R2v3, ISO 14001, NIST 800.88 etc.).
- **Communities**: Local and underserved populations benefiting from reused technology or supported through donations and services.
- **Industry Partners**: Technology vendors, sustainability networks, and circular economy advocates.

Engagement Strategies

ICT maintains open communication and collaborative partnerships through:

- Client consultations and feedback loops before, during, and after each project.
- Processor audits and ongoing compliance monitoring to ensure shared environmental and labor standards.
- Internal team meetings and training courses and materials to involve staff in continuous improvement.
- Participation in industry networks, working groups, and sustainability forums to stay aligned with evolving best practices.
- Social media education campaign on sustainable ITAD to reach the public and current or potential clients using LinkedIn, X, and YouTube.

Feedback Summary and Influence

Through thousands of conversations with end-users, technology professionals, and enterprise clients, we've consistently heard concerns about:

- Fragmented ITAD processes
- Inconsistent reuse practices
- Lack of reporting and transparency
- Uncertainty around data security and compliance

In response, we've shaped our Mission Reuse model to address those concerns directly - by consolidating services, simplifying logistics, improving real-time reporting, ensuring downstream compliance, and providing streamlined audit-ready reporting at the end of each project, complete with all necessary compliance certificates from all processors. This ongoing feedback continues to guide our innovations in service delivery and sustainability reporting.

Conclusion & Future Outlook

Achievements Summary

During the 2025 reporting period, ICT continued to make meaningful progress in advancing sustainability across environmental, social, and governance dimensions. Key achievements include:

- Scope 4 Avoided Emissions: Prevented over 780,078 kg CO_2 e through prioritized reuse and responsible recycling.
- Zero Landfill Enforcement: Maintained 100% landfill diversion for processed electronic waste.
- Labor and Human Rights Framework: Maintained our company-wide labor policy aligned with the UN SDG numbers 5, 8, 10, and 16.
- Environmental Policy: Updated our company-wide environmental policy and made it publicly available.
- Governance and Risk Systems: Strengthened internal compliance monitoring, processor audits, and sustainability oversight.
- Stakeholder Engagement: Integrated feedback from customers, employees, and partners into ongoing service and policy improvements.
- Utilized our new ITAD courses focusing on training staff in sustainable ITAD practices.
- Published additional white papers and blog posts covering all aspects of ITAD, with a strong focus on sustainable practices.
- Expanded our sustainable ITAD education on LinkedIn and added posts on X/Twitter to help further educate stakeholders and the public.

- Finalized preparations for the launch of our *ITAD Insights* YouTube channel with practical education about sustainable ITAD practices. This channel is now online.

Challenges and Learnings

This year also presented challenges that highlighted areas for growth:

- Data Collection Consistency: Tracking environmental metrics across multiple processors is complex. This reinforced the need for more standardized data capture and reporting tools from processors in the future.
- Processor Coordination: Ensuring third-party alignment with ICT's zero-landfill and certification requirements requires added training and periodic requalification.

These experiences have strengthened our systems and informed new strategies for automation, supplier engagement, and impact verification.

Future Goals (2026–2027)

ICT's next steps in sustainability continue with our focus on deeper measurement, broader impact, and stronger partnerships. Our key goals include:

- Consider standardized data tracking across all projects for more granular detail on carbon impact and asset reuse rates.
- Maintain 100% processor certification under R2v3, ISO 14001, and ISO 45001.
- Expand social media outreach, publish more articles and white papers, and expand ITAD course materials to further promote sustainable ITAD education.
- Develop plans to create an internal carbon accounting dashboard to track Scope 1, 2, 3, and 4 emissions across vendor activity.
- Work on plans to expand our donation infrastructure to further promote securely processed IT asset donations to nonprofit and educational recipients.

As we look forward, ICT remains committed to responsible innovation, ethical leadership, and delivering sustainability outcomes that serve both our clients and the planet.

Appendix A

ICT's 2025 Annual Carbon Emissions Reduction Report			
Operations Reductions From All Assets Processed by ICT January 1, 2025 - December 31, 2025			
Asset Class	**Weight of Assets**	**Emissions Factors kg CO2e per lb of assets***	**Total Scope 4 Avoided Emisssions From Reuse and Recycling**
Reuse (Scope 4 Avoided Emissions)			
Desktops	14901	-10.43	-155,416.89
Portable IT (tablets, laptops, phones)	33753	-14.92	-503,593.21
Flat Panel Displays	1470	-12.1	-17,785.75
Data Center and Networking Equipment	8649	-10.43	-90,205.68
Electronic Peripherals (cords, cases etc)	907	-5.16	-4,679.90
Hard Copy Devices (printers)	0	-3.83	0.00
Total Scope 4 Avoided Emissions From Reuse Source Reductions			**-771,681.43**
Recycle (Scope 4 Avoided Emissions)			
Desktops	5843	-0.75	-4,382.33
Portable IT (tablets, laptops, phones)	1831	-0.54	-988.66
Flat Panel Displays	6062	-0.05	-303.10
Data Center and Networking Equipment	1458	-0.75	-1,093.63
Electronic Peripherals (cords, cases etc)	8388	-0.19	-1,593.73
Hard Copy Devices (printers)	1862	-0.019	-35.38
Total Scope 4 Avoided Emissions From Recycling Source Reductions			**-8,396.83**
Transportation (Scope 3 Emissions)			
	Total Milage	**Emissions Factor kg CO2 per mile traveled Deisel Truck****	**Total Scope 3 Emissions From Transportation**
Total Scope 3 Transportation Emissions	14245	1.387	**19,757.82**
All Scope 3 Emission from ICT Remote-First Work Model January 1, 2025 - December 31, 2025			
	Total Milage	**Emissions Factor for car****	
Scope 3 Transportation Avoided - Full time employees	-6000	0.306	-1,836.00
employees	-21000	0.306	-6,426.00
	Work at Home Hrs	**Emissions Factor Home Office*****	
Control	9360	0.33378	3,124.18
Total Scope 3 Emissions From Remote-First Work Model			**-5,137.82**

Emissions Factor Sourcing

* From US EPA Waste Reduction Model (WARM) for electronics

** From US EPA Emissions Factors for GHG Inventories

*** From DEFRA's combined homeworking emissions factor is provided as 0.33378 kgCO2e per hour per person

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