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SUSTAINABILITY REPORT 2024

Released April 2025

GOLD | Top **5%**

ecovadis

Sustainability Rating

DEC 2024

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EXECUTIVE MESSAGE

Our Ongoing Commitment to a Sustainable Future

Welcome to our second Sustainability Report. At StarTech.com, we see sustainability as a core part of how we do business. In 2024, we focused on improving sustainable procurement, supporting employee well-being, and advancing low-impact product solutions. Our efforts aim to reduce our footprint and support our customers and partners in meeting their own sustainability goals.

ADRIAN MEZENBERG
President & Vice Chairman at StarTech.com

Customer Centricity: We design with IT professionals - and sustainability - in mind. From responsible packaging to non-proprietary designs and RoHS/REACH compliance, we aim to support long-term, low-impact solutions that our customers can feel good about.

People: Our people drive our success. In 2024, we advanced inclusion, supported professional development, and ensured 100% of employees in major centers earn a living wage. We continue to invest in our team's growth and commitment to sustainability.

Community: Giving back remains a priority. This year, we deepened partnerships with local groups, supported STEAM education, and continued past $2 million in lifetime donations to United Way.

Environmental Care: We continue to track emissions, energy, waste, natural gas, and train new employees on sustainability through our course we released last year. We're also participating in take-back programs in 12 countries.

HIGHLIGHT DASHBOARD

ENVIRONMENTAL

GHG EMISSIONS

SCOPE 1: 433.06 CO2E
SCOPE 2: 286.68 CO2E

ENERGY CONSUMPTION

1,244,142 kWh

PRODUCT USE

100% RoHS and REACH (non-toxic) compliance in 2024.

PEOPLE PRACTICES

100% Employees received a living wage in our major centers in 2024.

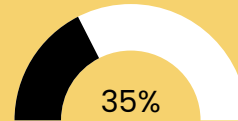12 HRS Employee training on an average was 11.97 hours per employee.

100% Participation in Performance Development Cycle completion.

0% Zero serious health and safety incidents.

GENDER DIVERSITY
- **65% MALE**
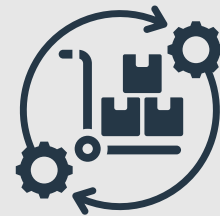- **35% FEMALE**

35%

ETHICAL RESPONSIBILITY

0% Incidents of bribery, corruption, conflict of interest and fraud in 2024.

0% IT and information security breaches in 2024.

SUSTAINABLE PROCUREMENT

80% 12 of our top 15 suppliers prioritize sustainability, each having at least one ESG policy or target.

80% 12 of our top 15 suppliers have committed to anti-corruption and ethics policies.

TO OUR STAKEHOLDERS

CHANNELS

In 2024, we supported our reseller and distribution partners by helping them meet new sustainability expectations. We introduced low-waste packaging options, shared resources on ESG trends, and partnered with experts to improve certifications and reporting.

END CUSTOMERS

We continue to support customers in meeting their own sustainability goals. Our products are built to last, energy-efficient, and responsibly packaged. We focus on reducing waste, avoiding proprietary lock-ins, and helping IT teams make lower-impact choices.

Our employees lead the way on purpose-driven work. In 2024, we grew internal programs like the DIBS (Diversity, Inclusion & Belonging) group, encouraged professional development, and recognized the value our teams bring to culture and community.

EMPLOYEES

We worked closely with suppliers to raise the bar on ESG. This year, we expanded expectations around packaging, environmental practices, and labor standards - strengthening collaboration and transparency throughout our supply chain.

SUPPLIERS

ENVIRONMENTAL

OUR STANCE

Our commitment to environmental stewardship continues to be at the core of our business practices. We recognize the 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

In 2024, StarTech.com operated across our three locations: Columbus, Ohio; London, Ontario; and Northampton, UK. Our total energy consumption was 1,244,142 kWh. Our combined Scope 1 and Scope 2 GHG emissions (location-based) totaled 719.74 tCO_2e. Scope 1 emissions were 433.06 tCO_2e, while Scope 2 emissions reached 286.68 tCO_2e. This performance reflects the continued impact of our energy efficiency initiatives and a gradual shift to cleaner energy sources. We remain committed to reducing both total energy use and GHG emissions by 5% by 2026.

| **719.74 CO2e** | **SCOPE 1 & 2 GHG** | **5%** | **COMMITMENT IN REDUCING ENERGY CONSUMPTION & GHG EMISSIONS** |

▶▶ WATER CONSERVATION

In 2024, our water consumption across our 3 locations was 2,528.52 m³. We aim to reduce water consumption per capita (by employee count) in our offices and warehouse facilities from our 2023 baselines by 10% by 2026, ensuring more efficient use of this vital resource.

| **2,528.52 m³** | **CONSUMED IN 2024** | **10%** | **GOAL TO REDUCE WATER CONSUMPTION BY 2026** |

▶▶ MATERIALS, CHEMICALS & WASTE

At our London, Ontario facility, the recycling of cardboard, scrap steel, and electronic components - including returned defective products - has been a consistent part of our operations for over 20 years. This long-standing practice demonstrates our ongoing commitment to responsible materials management and waste reduction. We continue to build on this foundation to further strengthen our sustainability efforts through 2025 and beyond.

ENVIRONMENTAL TARGETS

PRODUCT USE

In 2024, we maintained 100% compliance with RoHS and REACH (non-toxic) standards, as well as all local energy efficiency requirements across our product lines. We remain committed to upholding this level of compliance through 2025 and beyond, ensuring our products continue to meet rigorous environmental standards.

100% COMPLIANCE WITH ROHS AND REACH IN 2024

100% MAINTAIN THE SAME LEVEL OF COMMITMENT INTO 2025

PRODUCT END-OF-LIFE MANAGEMENT

In 2024, we enabled product take-back programs in 13 countries through WEEE scheme participation and paid tonnage fees across 26 regions. This marks a major step forward from 2023, when no programs were in place. In 2025 we aim to communicate this broadly and enhance participation.

13 COUNTRIES IN PILOT TAKE-BACK PROGRAMS

1 TAKE BACK PROGRAM COMMUNICATED IN 2025

CUSTOMER HEALTH & SAFETY

We are proud to report zero serious health and safety incidents from our customers in 2024. To maintain this record into 2025, we continue to enforce a clear escalation process to promptly address any product-related safety concerns.

100% ZERO SERIOUS HEALTH & SAFETY INCIDENTS

100% MAINTAIN ZERO SERIOUS HEALTH & SAFETY INCIDENTS

ENVIRONMENTAL MEASURES

In 2024, StarTech.com remained committed to reducing our environmental footprint and advancing sustainable practices across our operations. This year, we continued to implement initiatives focused on energy efficiency, water conservation, waste reduction, and product stewardship. Below are the key measures we put in place.

ENERGY CONSUMPTION & GHG EMISSIONS

- Employee Training on Energy Conservation: In 2024, all employees completed our Sustainability 101 course, which included training on energy conservation and climate action to promote awareness and responsible energy use.
- Energy and Carbon Audits: We conducted energy and carbon audits at our Columbus, London, and Northampton locations to track progress and identify new opportunities for reducing energy use and emissions.
- Energy Efficiency Improvements: We upgraded equipment and systems at all three sites to improve energy performance and reduce operational costs.
- Waste Heat Recovery Systems: We maintained and enhanced waste heat recovery and efficient heating systems to reduce energy waste - contributing to our goal of cutting GHG emissions by 5% by 2026.

WATER CONSERVATION

- Water Recycling Technologies: In 2024, we continued promoting reusable water bottles and maintained low-flow toilets and efficient faucets to reduce water waste across our facilities.
- Water Audits: We analyzed updated water consumption data across all three locations to better understand usage patterns and uncover new opportunities for reduction. Water is down year over year!
- Water Efficiency Management: Employees completed Sustainability 101 training, which included water efficiency and wastewater management to support responsible use.
- Ongoing Monitoring: We continued tracking water consumption per capita in our offices and warehouses, progressing toward our goal of a 10% reduction by 2026.

MATERIALS, CHEMICALS & WASTE

- Waste Reduction Initiatives: In 2024, we continued to reinforce our recycling practices at the London, Ontario facility, where cardboard, scrap steel, and electronics recycling has been ongoing for over two decades. We also enhanced waste monitoring efforts to identify new opportunities for diversion through reuse, recycling, or repair.
- Employee Training on Waste Management: Employees received training on hazardous waste handling and proper sorting to support effective waste practices across all locations.
- Refurbishing IT Hardware: We expanded our program to refurbish employee laptops and other IT hardware, donating older devices to local schools and reducing e-waste.
- Use of Sustainable Materials: We explored eco-friendly and bio-based materials, and began evaluating multipack options to reduce packaging waste and improve efficiency.

PRODUCT USE

- RoHS and REACH Compliance: In 2024, we maintained 100% compliance with RoHS and REACH regulations, ensuring our products remain non-toxic and environmentally safe.
- Energy Efficiency Standards: All products continued to meet local energy efficiency standards, supporting our commitment through 2025 and beyond.
- Source Intelligence Implementation: We continued using Integrated Source Intelligence to monitor and document REACH compliance, strengthening our product stewardship.
- Product Development: We remained focused on sustainable design, developing products that minimize environmental impact across their life cycle.

PRODUCT END-OF-LIFE

- Evaluate Take-Back Programs: In 2024, we launched a pilot take-back and recycling initiative in the UK through WEEE programs, covering 26 regions across 13 countries. This marks the first step toward a broader end-of-life product strategy.
- Develop Recycling Initiatives: We continued building out recycling initiatives, with a focus on regional compliance and circular practices, including the UK pilot led by our team.
- Extend Product Lifecycles: Our products are built for durability using non-proprietary components. We offer replacement parts where applicable and provide support to extend product life and reduce unnecessary disposal.

CUSTOMER HEALTH & SAFETY

- Maintain Safety Standards: In 2024, we maintained our commitment to zero serious health and safety incidents reported by customers by upholding strict product safety standards.
- Escalation Process: We continued to strengthen our escalation process to ensure timely investigation and resolution of any customer safety concerns.
- Product Safety Audits: Regular audits were conducted to identify and address potential product safety risks.
- Customer Feedback Mechanism: We actively gathered customer feedback on safety and used it to inform continuous improvements in our products and 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 2024, we again achieved zero lost time accidents/incidents, and we are committed to maintaining this record in 2025.

CHILD & FORCED LABOR & HUMAN TRAFFICKING

- We uphold strict human rights standards. Like in 2023, in 2024 we had zero incidents of modern slavery. Our commitment is to maintain this record in 2025.

WORKING CONDITIONS

- In our 2023 Sustainability Report, we conducted a living wage assessment of our employees in the 3 main centers. At that time, 96% of our employees were paid a living wage. In 2024, 100% of our workforce is earning a living wage. This is a continuous commitment, with a goal to keep it at 100% into the future.

DIVERSITY, INCLUSION & BELONGING

- In 2023, 30% of our workforce identified as female. In 2024, that number rose to 35% - a 5% increase we're proud of. Moving forward, we are committed to maintaining a balanced workforce and aim to keep female representation within the 28–33% range, ensuring continued progress while supporting equity and inclusion across our teams.

SOCIAL DIALOGUE

- We value the input and feedback of our employees. In 2023, we conducted our annual engagement survey. In 2024, we continued this practice and introduced an additional monthly Pulse Survey to gather more frequent insights and strengthen employee engagement and communication.

CAREER MANAGEMENT & TRAINING

- In 2024, employees completed an average of 11.97 hours of training, with 100% participating in our Performance Development Cycle. We continue to prioritize employee development, building on our 2023 results, where the average was 11 hours. Our commitment remains strong: to support the professional growth of every team member.

LABOUR AND HUMAN RIGHTS MEASURES

At StarTech.com, we are committed to the wellbeing, safety, and growth of our employees. To support this, we've implemented a range of initiatives as part of our People Practices policy. Each is designed to foster a safe, inclusive, and supportive workplace. Below are the key measures in place.

EMPLOYEE HEALTH & SAFETY

- Employee Health and Safety Risk Assessment: We continued monthly risk assessments in our warehouse operations to proactively identify and address potential hazards.
- Health and Safety Emergency Action Plan: Our emergency action plan was reviewed and updated to ensure effective response to any safety incidents.
- Health and Safety Trainings: All employees received health and safety training to reinforce safe work practices.
- Psychological Wellbeing: We maintained access to our Employee Assistance Program and Headspace app to support psychological wellbeing and reduce workplace stress.

WORKING CONDITIONS

- Two-Way Communication System: We continued to support open dialogue through townhalls, fireside chats, our SharePoint site, and new Pulse Survey.
- Health Care Coverage: We maintained comprehensive health care coverage for all employees, and enhanced wellness and parental benefits globally.
- Compensation and Remuneration: We clearly communicate a salary increase process and opportunities for advancement are shared internally.
- Employee Satisfaction Surveys: We continued conducting surveys to gather feedback and improve the employee experience.

CHILD LABOR, FORCED LABOR & HUMAN TRAFFICKING

- Awareness Training: We provided training to increase awareness of child labor, forced labor, and human trafficking, reinforcing our zero-tolerance stance.
- Age Verification: Our onboarding process continues to include age checks to ensure all new hires meet legal working age requirements.
- Reporting Grievances: Employees can report concerns confidentially through our whistleblower tool, NAVEX EthicsPoint, which supports anonymous reporting of misconduct, including any violations related to labor practices.

CAREER MANAGEMENT & TRAINING

- Skills Development Training: All employees continued to have access to skills development resources to support ongoing professional growth.
- Performance Management: We maintained our annual performance assessment process, ensuring all employees receive meaningful feedback and guidance.
- Career Development Plans: We supported employee growth through career development planning aligned with business goals.
- Training Commitment: In 2024, we achieved an average of 11.97 training hours per employee, reinforcing our commitment to continuous learning.

SOCIAL DIALOGUE

- Employee Representation: Our Employee Resource Groups continued to meet regularly with an executive sponsor to support open communication between employees and leadership.
- Engagement Surveys: We conducted our annual engagement survey and added regular Pulse Surveys to gather ongoing feedback and strengthen engagement.

DIVERSITY, INCLUSION & BELONGING

- Preventing Discrimination in Recruitment: Our hiring process continued to promote equal opportunity, with clear commitments included in every job posting.
- Diversity Training: All employees had access to diversity training to help build an inclusive and respectful workplace.
- Workplace Harassment Prevention: We maintained mandatory harassment prevention training and ensured employees had access to our whistleblower hotline.
- DIBs Committee Goals: Our DIBs Committee continued to foster inclusion through events, resources, and initiatives that celebrate diversity and belonging.

ETHICAL RESPONSIBILITY

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 2024, we reported zero incidents of bribery, corruption, and fraud. We are committed to maintaining this record in in 2025 by continuing to uphold our rigorous anti-corruption policies and practices.

✳ *RESPONSIBLE INFORMATION MANAGEMENT & SECURITY*

- We continue to protect employee, client and partner data. Just like in 2023, in 2024 we had zero IT and information security incidents. Our target for 2025 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 2024, we reported zero incidents of conflict of interest, and we are committed to upholding this record in 2025 by reinforcing our conflict of interest policies and training.
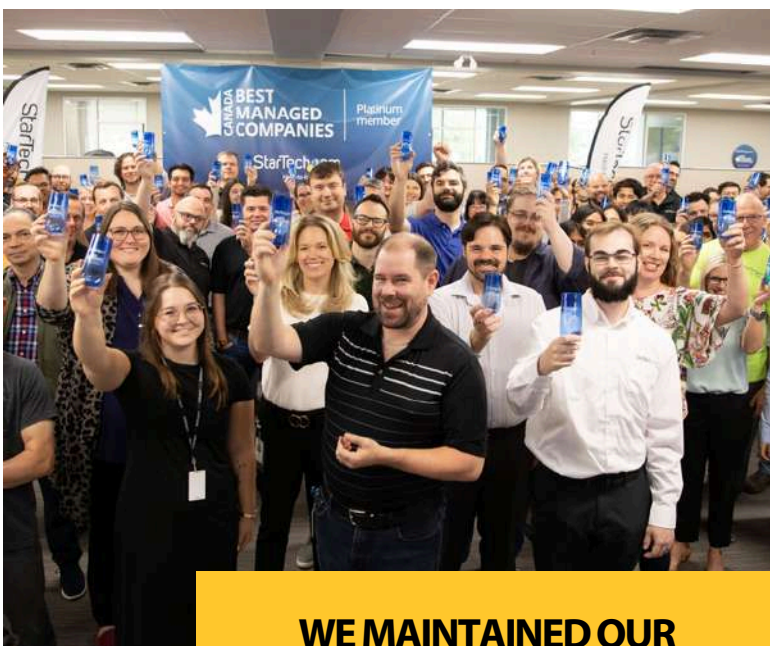
WE MAINTAINED OUR GOAL OF ETHICAL RESPONSIBILITY IN 2024

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.

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.

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.

SUSTAINABLE PROCUREMENT

OUR STANCE

At StarTech.com, we continue to 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 2024, we increased the percentage of our top 15 direct and indirect suppliers, based on spend, who demonstrated a commitment to sustainability by having at least one Environmental, Social, and Governance (ESG) policy or target in place. 12 of these suppliers have environmental strategies. We met our goal to increase this to 80% by 2026, in 2024.

* SOCIAL DIALOGUE AND ETHICS

- In 2023, 67% of our top 15 direct and indirect suppliers committed to anti-corruption and ethics policies. In 2024, we are happy to report that 80% of our top 15 suppliers 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.

2024 STORIES WE'RE PROUD OF

01

CO-LOCATION

- In Fall 2023, StarTech.com initiated a hybrid work schedule with 3 days onsite (within a certain distance to the office). However, with natural turnover from pre-Covid to that time, employees were quite spread out and some hiring across Canada meant that not all desks were in use. In addition, teams that need to collaborate closely were not seated near each other. In 2024, we began working with Facilities and department leaders to reimagine the seating arrangement to facilitate more collaboration both within and across teams. The moves were completed and celebrated to mark an official welcome-to-your-(new)-neighbour. Seating maps were posted to show team locations and snacks and desk drops helped bring the move to life.

02

MULTIPACK TO REDUCE PLASTIC

- In 2024, StarTech.com launched a new multipack option for select products, allowing customers to purchase 10 units in a single package instead of individually wrapped items. This initiative was designed to reduce plastic waste, minimize excess packaging, and improve overall shipping efficiency. By consolidating items into one shipment, we're not only cutting down on materials but also reducing the carbon footprint associated with transportation. The multipack offering reflects our broader commitment to making small, practical changes that contribute to a more sustainable supply chain.

03

VOLUNTEER DAYS

- In 2024, 41 StarTech.com employees participated in our Paid Volunteer Day program, contributing 294 hours of service to local communities. From highway cleanups to local outreach initiatives, our teams in Canada, the U.S., and abroad gave their time to causes that matter. We're proud to support employees who want to make a difference and will continue to offer this program as part of our commitment to community impact.

04

REDUCING WASTE

- In 2024, StarTech.com launched a pilot take-back and recycling initiative through WEEE programs, covering 26 regions across 13 countries. As part of this effort, we began paying tonnage fees to support responsible end-of-life product recycling. In the UK, we initiated localized product recycling efforts, marking our first active take-back program in the region. This pilot lays the groundwork for broader circular economy initiatives in the years ahead.

2025-2026 GOALS

StarTech.com is stepping into the next chapter of our sustainability journey with purpose and momentum. Our focus is clear: set actionable goals, strengthen internal engagement, and build the governance needed to lead with impact. We're also striving for industry recognition that reflects our progress and values. Get ready - we're aiming high and excited for what's ahead.


ECOVADIS CERTIFICATION

- In 2024, StarTech.com proudly earned a Gold EcoVadis scorecard, an achievement that reflects our performance in environmental, social, and governance practices. EcoVadis is a globally recognized benchmark for sustainability, and this recognition validates the work we've done to embed responsible business practices across our operations. Looking ahead, our goal is to strengthen this score by continuing to improve, track, and report on our progress.

CORRECTIVE ACTIONS WITH ESG COMMITTEE

- To ensure our sustainability efforts stay focused and effective, StarTech.com established a cross-functional Environmental, Social, and Governance (ESG) Committee in 2024. This group meets monthly to discuss opportunities for improvement, track progress, and guide our sustainability strategy. Committee members represent teams across the business and bring diverse perspectives to the table. To help extend sustainability thinking beyond the office, we also share monthly handouts with employees on practical topics like "When to Buy an EV" and "How to Shop Locally."
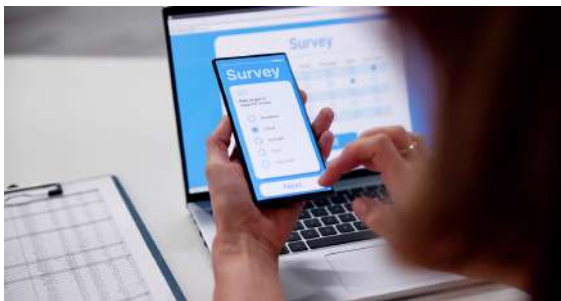
PULSE SURVEY

- In June 2024, we held an all-staff meeting to share our sustainability goals and invite input. These discussions will continue throughout the year to review progress and gather new ideas.
- We also introduced a monthly listening survey to hear from employees more regularly. On average, 50% of our global team shares feedback, helping shape changes like improved benefits, better internal communications, and more visibility into job opportunities.

By setting ambitious goals for 2025 and 2026, StarTech.com is continuing to embed sustainability across our business. We're focused on meeting industry standards, driving meaningful change, and ensuring our operations reflect our values. Together, we're building a more sustainable future - for our company, our customers, and the communities we serve.

OUR FUTURE PLANS

Our long-term approach is rooted in continuous improvement, adaptation, and a deep commitment to meeting the evolving challenges of sustainability.

✴ Product Take-Back Program

In 2025, we will begin actively communicating our take-back and recycling pilot program, which now spans 13 countries. This effort includes increasing visibility through our website, packaging inserts, and customer service channels. By raising awareness, we aim to boost participation and promote responsible end-of-life product management across all participating regions.

✴ Monitoring Our Carbon Footprint

We're proud to have completed two consecutive years of Scope 1 and 2 emissions tracking. In 2025, we'll continue that work - looking for ways to reduce energy use across our operations. We're also starting to explore select Scope 3 categories to better understand our broader impact.

✴ Buyer Training on Sustainability

In 2025, we will launch sustainability training for our global buying team. This program will help buyers better understand environmental and social impacts across the supply chain and integrate sustainability criteria into purchasing decisions. Through a training course, resources, and ongoing support, we aim to empower our teams to make more informed, responsible sourcing choices that align with our corporate sustainability goals.

✴ Looking at Packaging

In 2025, we're rethinking our cable packaging to better reflect our sustainability goals. We've begun reviewing materials, comparing industry trends, and testing a few new formats. Early ideas include reducing plastic, standardizing box sizes, and using recycled or compostable materials where it makes sense. We're starting with pilot SKUs, aiming for packaging that's smarter, more sustainable, and still cost-effective.

OUR CONTINUED COMMITMENT TO THE FUTURE

At StarTech.com, our path forward is defined by bold action and a firm commitment to sustainability. We're not just aiming to meet expectations - we're pushing to exceed them, delivering meaningful progress for our customers, employees, and stakeholders.

The initiatives outlined in this report are only the start. We will continue to adapt, innovate, and respond to new sustainability challenges and opportunities with urgency and purpose.

Beyond our own walls, we're proud to support our partners and customers on their ESG journeys - offering practical guidance, sharing tools, and co-creating solutions that move us all forward.

Sustainability isn't a destination - it's how we do business. And we're excited to keep moving, together.

APPENDIX

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

In 2023, we selected the 5 UN Sustainable Development Goals (SDGs) that best reflect our business and values. We continue to believe these goals are the most relevant and impactful for StarTech.com in 2024. This section outlines how they align with our strategy and guide our ongoing efforts.

UN SDG	ACTIONS	GO FORWARD
1 NO POVERTY	• Community involvement with the United Way. • Donated over $2M all time to local nonprofits.	• Continue to support communities through donations and volunteer work (Blood Drive, United Way). • Partner with more organizations to maximize impact.
2 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.
7 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.
9 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.
12 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 2024

SASB TOPIC	SASB CODE	METRIC	CATEGORY	2024 BASELINE (DEC 1, 2023 - NOV 30, 2024)	UNIT OF MEASURE
Greenhouse Gas Emissions	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	(1) 1,244,142 kWh which is 4,478.91 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 c) 35% female-identified employees and 65% 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 YOUR SUPPORT