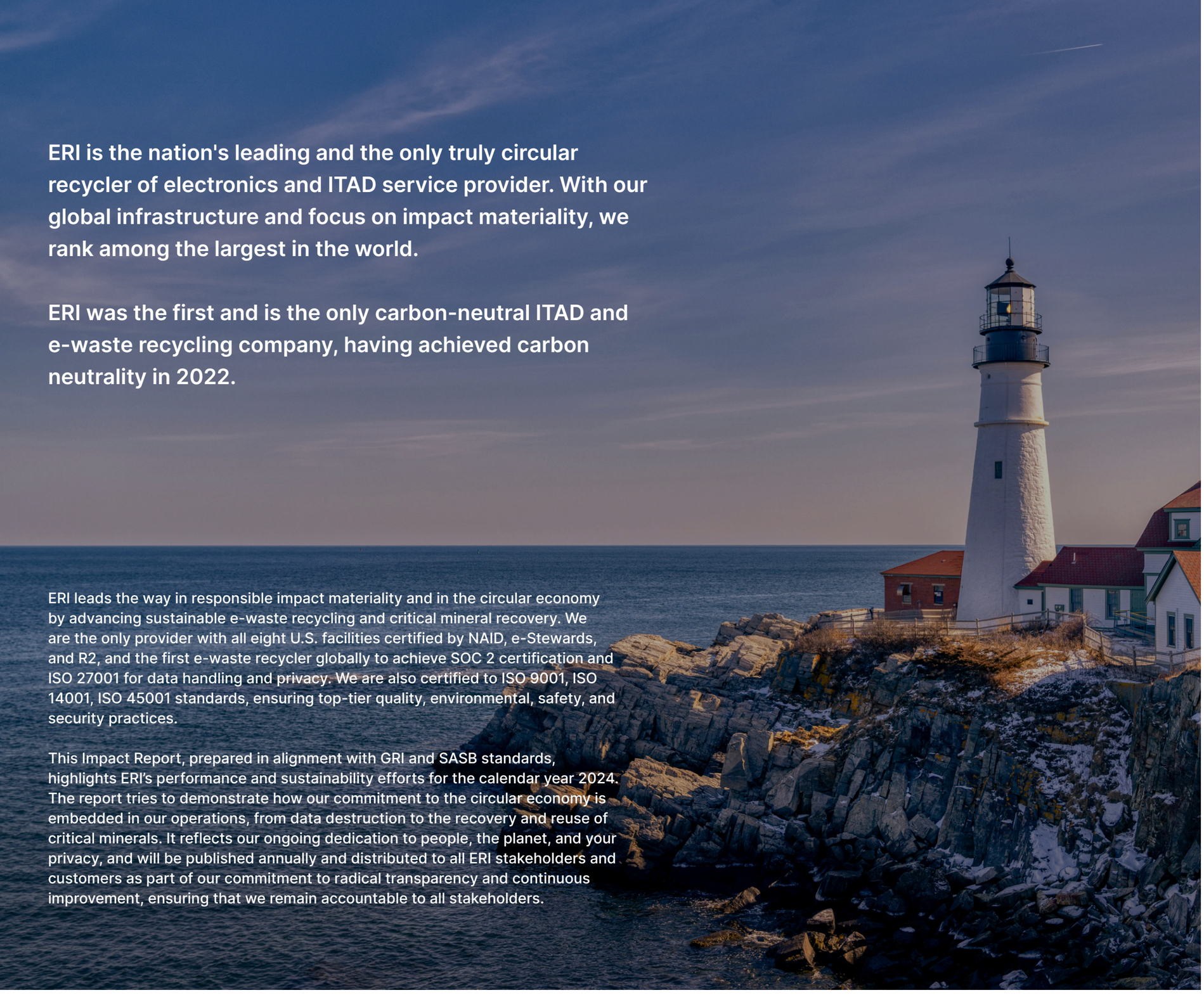
Impact Report

Fiscal Year 2024

ERI People. Planet. Privacy.™

First Carbon Neutral ITAD & Electronics Recycling Company



ERI is the nation's leading and the only truly circular recycler of electronics and ITAD service provider. With our global infrastructure and focus on impact materiality, we rank among the largest in the world.

ERI was the first and is the only carbon-neutral ITAD and e-waste recycling company, having achieved carbon neutrality in 2022.

ERI leads the way in responsible impact materiality and in the circular economy by advancing sustainable e-waste recycling and critical mineral recovery. We are the only provider with all eight U.S. facilities certified by NAID, e-Stewards, and R2, and the first e-waste recycler globally to achieve SOC 2 certification and ISO 27001 for data handling and privacy. We are also certified to ISO 9001, ISO 14001, ISO 45001 standards, ensuring top-tier quality, environmental, safety, and security practices.

This Impact Report, prepared in alignment with GRI and SASB standards, highlights ERI's performance and sustainability efforts for the calendar year 2024. The report tries to demonstrate how our commitment to the circular economy is embedded in our operations, from data destruction to the recovery and reuse of critical minerals. It reflects our ongoing dedication to people, the planet, and your privacy, and will be published annually and distributed to all ERI stakeholders and customers as part of our commitment to radical transparency and continuous improvement, ensuring that we remain accountable to all stakeholders.

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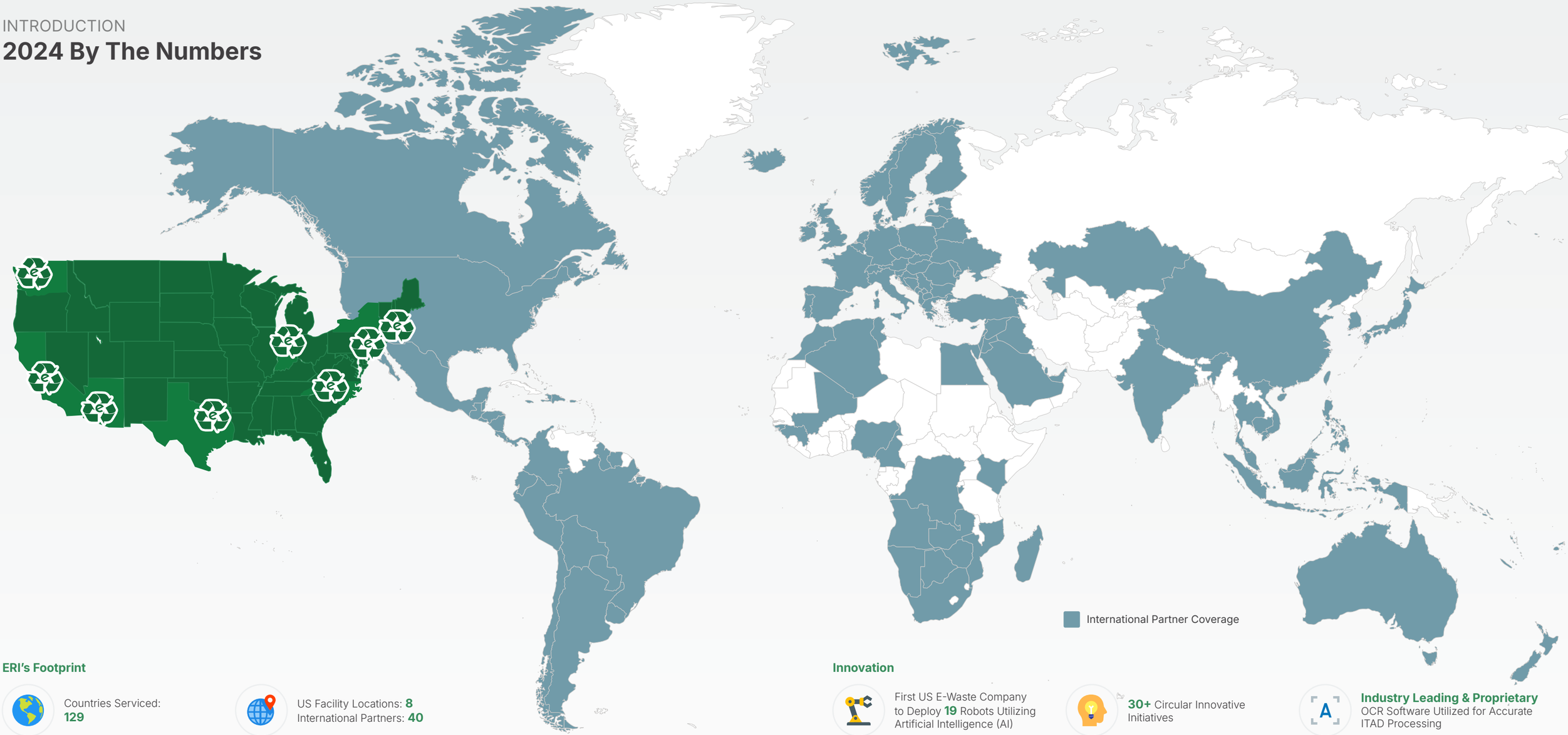
2024 By The Numbers



ERI's Footprint

Countries Serviced: **129**

US Facility Locations: **8**
International Partners: **40**

We Are ERI

Number of Employees: **868**

Hours of Training Undergone Per Employee:
Temp: **6** W-2: **22**

Commitment to Excellence

Environmental & Compliance Violations: **0**

Data Security Compliance Breaches: **0**

Innovation

First US E-Waste Company to Deploy **19** Robots Utilizing Artificial Intelligence (AI)

30+ Circular Innovative Initiatives

Industry Leading & Proprietary OCR Software Utilized for Accurate ITAD Processing

The Environment

107.42 million lbs. of Equipment Collected

2.7 million lbs. for Beneficial Reuse

104.68 million lbs. of Commodities Reintroduced into the Economy

Carbon Impact

Scope 1: **0** emissions (after offsets)
Scope 2: **0** emissions

556.2 million lbs. of CO_2e Prevented

From the Chairman & CEO

ERI: The Most Circular Organization in Our Industry

Dear Stakeholders, Friends, Family, and Supporters of the Planet:

In 2024, we further cemented ourselves as the most circular and materiality-focused organization in our industry with another year of significant advancements. There were first-to-sector innovative solutions, new high-profile collaborations and partnerships in and outside of our industry, and our most accomplished 12-month period yet in terms of circularity and sustainability programs.

We also set the framework for what is already a banner 2025, doubling down on our commitment to making our world a better place by protecting people, the planet and privacy.

As you'll see in this report, in 2024 our impact-related activities were raised to new levels of industry-leading excellence – both in terms of ERI's own operations and also for our work with the world's largest brands and enterprises. These companies continue to place their trust in ERI to help them achieve their own sustainability, circular economy and cybersecurity/data destruction goals.

You can read in the pages that follow in detail about our specific accomplishments, but I wanted to highlight a few particular achievements that demonstrate why we are indeed the most circular company in our industry...

State-of-the-Art Alkaline Battery Recycling

Last year we launched our first alkaline battery recycling plant. The plant is located within ERI's existing state-of-the-art, full-service, 315,000 square-foot e-waste recycling and ITAD facility in Plainfield, Indiana, where millions of pounds of electronic waste are responsibly recycled each year.

ERI's alkaline recycling center is now live and has the capability to recycle millions of pounds of alkaline batteries per year utilizing ERI's propriety clean technology. ERI plans to expand its footprint by opening additional alkaline battery recycling plants throughout the US in 2025 and beyond.

Now able to process every type of alkaline battery, our innovative alkaline battery recycling process produces zero waste products, is circular economy focused and yields clean commodity outputs – creating a truly circular ecosystem. This is a natural progression for us to be able to offer a complementary service to ERI's existing suite of e-waste, end of life and asset management services.

ISO 27001 Certification

ERI last year successfully achieved ISO 27001:2022 [ISO/IEC 27001] certification, a globally recognized standard for information security management systems. The ISO 27001 certification is awarded to organizations that meet stringent criteria for establishing, implementing, maintaining, and continually improving information security management practices. The certification is a testament to ERI's commitment to maintaining the highest standards of information security for customers, partners and stakeholders.

Achieving ISO 27001 certification further demonstrates ERI's ongoing commitment to security, data protection and the responsible recycling of all electronic devices. Our partners and customers can feel 100% confident that we have made and continue to make every investment and operational protocol to establish and maintain the highest level of security and compliance in the industry. Our successful ISO 27001 certification application and process are proof that our systems and controls are state-of-the-art for handling data and can be fully trusted every step of the way.

Our ISO 27001 certification also arrived on the heels of ERI successfully completing its SOC 2 Type II audit once again last year, making ERI the first and only SOC 2 Type II *and* ISO 27001 certified ITAD & e-waste recycler in the industry.

ERI is also ISO 14001, ISO 9001 and ISO 45001 certified and is a long-time dual R2 and e-steward certified organization, demonstrating the highest bar of compliance for both data security and environmental responsibility.

Circular Electronics Design Guide

Last year we contributed our e-waste recycling and reuse expertise to the Circular Electronics Design Guide (https://cep2030.org/resources/circular-electronics-design-guide).

This guide is one of most comprehensive resources on circular design developed by practitioners for practitioners. It is the result of an extensive cross-company effort, and we are proud to have been asked to play such a key role in its development.

ERI's Continued Success as a Responsible e-Steward

Last year the Basel Action Network e-stewards program revealed data after doing surprise audits for two years on randomly selected recyclers of electronics and GPS tracking tests to make sure e-stewards are recycling responsibly. ERI successfully met the standards of the e-Stewards Performance Verification (PV) Program in back-to-back years.

ERI was one of only ten companies that successfully fulfilled expectations in the unannounced inspections.

As one of the founding members of the e-Stewards program, we're proud to continue leading the way in making the world a better place and setting a high bar year after year for responsible recycling of e-waste. We look to continue building upon this success in the coming years.

SustainableIT Impact Award

As another indication of our success in sustainability and responsible impact materiality, we were honored in 2024 by SustainableIT, a think tank made up technology and sustainability experts from some of the biggest brands in the world, who celebrated excellence in sustainability at the annual Impact Awards in Austin, Texas. This prestigious event is dedicated to honoring exceptional leaders and their organizations who have made remarkable strides in the domain of environmental impact.

The SustainableIT Governance Award celebrates institutions sustainability woven into their decision-making processes, emphasizing leadership, training, data privacy, and tangible business value. Receiving this prestigious award is a great honor and we are proud to have been singled out as leaders in our field.

Staples Partnership

In 2024 we announced another unique collaboration with our friends and colleagues at Staples to support our innovative nationwide consumer technology trade-in program.

ERI is now teamed with Staples to provide convenient, free recycling of batteries and other items at Staples stores nationwide. At Staples, anyone can now conveniently bring used batteries to a checkout register for free recycling.

It's a privilege to continue the partnership efforts with Staples to provide a consumer-friendly, convenient in-store tech trade-in program. In addition, we teamed to launch a Tech Trade-In program that

From the Chairman & CEO (Cont.)

helps people receive big discounts on the purchase of new devices, while making sure their old tech is responsibly refurbished.

Compliance Standards #1 Ranking

In 2024, ERI achieved the number one ranking in Compliance Standards LLC's (https://compliancestandards.com) annual ITAD Marketing Leadership Tracker, which demonstrates which ITAD companies have the most effective communications efforts and are visited online by the most people and businesses.

This result reinforces ERI's ongoing commitment to shouting from the rooftops about our responsible asset disposition, recycling and data protection for all customers and partners.

The Impact Podcast

Our Webby Award winning show, "The Impact Podcast with John Shegerian," which is fully produced right here at ERI headquarters, continued to reach new levels of educational outreach in 2024. The show, which features in-depth discussions with a who's who of circularity, sustainability and innovation all-stars from many of the world's leading brands, shares with listeners first-hand accounts of how these organizations are able to help make the world a better place on a daily basis.

The *Impact Podcast with John Shegerian* is available for listening on ImpactPodcast.com, Spotify, Apple Podcasts, Audible, Amazon Music, Youtube Music, Pandora, and as part of iHeartRadio's digital broadcast.

RecycleNation Becomes the Web's #1 Recycling Tool

RecycleNation.com, our online search engine tool and informational site designed to help anyone, anywhere in the United States find the nearest location to responsibly recycle anything, achieved the coveted ranking as the #1 recycling tool on the internet and #2 recycling-related site overall, according to rankings by FeedSpot (https://blog.feedspot.com/recycling_blogs).

FeedSpot analyzes what it considers to be the top recycling blogs from thousands of blogs and websites on the web and ranks them based on traffic, social media followers and freshness.

RecycleNation houses the world's largest recycling database, with more than 100,000 unique data points for over 50 different items, all offered to the public free of charge. The site has helped over 10 million customers find locations to recycle various types of items, helping make the planet a greener, more sustainable place. Today, RecycleNation now helps over 300,000 unique visitors per month with their specific recycling needs.

Indian Consulate General

It was a humbling and rewarding experience to have been invited to provide the opening address to all the attendees at the Consulate General of India's circularity event in New York City last year. I was excited to be able to share ERI's perspective on responsible recycling and the promise of a circular future for the entire planet.

Promoting sustainable living took center stage, with nations worldwide prioritizing the commitment to fighting climate change.

City & State NY's "Responsible 100"

For the impactful work we do at ERI, I was also recognized at City & State's Corporate Social Responsibility Awards last year. At the event, a selection of previous recipients of the "Responsible 100" award were re-honored with a secondary award to acknowledge continued work.

Being recognized at this event is a powerful reminder that we're doing the right thing and it helps inspire us to continue with our commitment to do more.

Charging Forward Into 2024: ERI's Circularity Leadership Continues

We strongly believe that exemplifying circular economy behaviors is the best solution for managing the fastest growing waste stream in the world today – electronic waste. ERI's Research and Development teams are laser-focused on innovation to continue to creatively enhance circular economy processes and access.

This, for example, includes ERI's mission to find even better ways to responsibly manage the plastic that we recover from electronic waste and provide it as a source of feedstock for OEMs. We are also continuing our R&D efforts surrounding critical mineral recovery options.

These, of course, are just a few select examples of our circularity leadership in 2024. You will read about many more in the pages of this document, and can expect continued updates and innovations in the months and years to come.

We are grateful for your continued loyalty and support over the years,

John S. Shegerian
Chairman and CEO
ERI

About ERI

Only 22.3% of electronic waste was collected and responsibly recycled in an environmentally friendly manner, according to the findings of a 2024 Report by Global E-waste Monitor[1].

E-waste remains the fastest growing solid waste stream globally. And there is no slowdown in sight.

Due to a number of societal factors, including new and improved technologies being introduced faster than ever, electronics are becoming obsolete at a much faster rate than ever before. According to the latest Global E-Waste Monitor Report[1], since 2010 the growth of e-waste generation has been increasing at a rate nearly five times faster than the formal collection and recycling efforts.

Estimates say that only 22.3% of electronic waste is responsibly recycled globally. While there is no reliable data explaining what happens to the remaining 77.7%, it is either landfilled, stockpiled or exported to developing countries where it is improperly processed posing environmental, humanitarian and data privacy concerns.

Since 2002, ERI has been a leader in the e-waste recycling services industry. ERI's core services include responsible e-waste recycling, circular economy, IT asset disposition (ITAD), data destruction, legislative compliance, data center services, battery management, and PV / solar panel management.

In addition, ERI offers a host of ancillary services including on-site solutions, logistics services, mail back programs, remarketing, redeployment and lease return programs. ERI also offers specialty programs to fit nearly any company's electronic device management needs.

Our services touch every major sector of the economy. We are proud of our role leading the way in circular economy initiatives through responsible reuse and recycling of electronic devices. Our work provides key services to support social, environmental and economic initiatives while also ensuring data privacy and compliance with all applicable laws.

ERI serves a diverse client base, from startups to Fortune 100 companies, including some of the largest value-added resellers in the United States, nonprofit organizations, and government agencies at the local, state, and federal levels worldwide. We are proud to support these organizations as partners in driving progress toward a more sustainable future.

ERI services a wide array of industries with their unique challenges. Some of the industries we service include:

Aerospace
Automotive
Aviation
Banking
Computers
Defense
Education
Electronics
Energy
Entertainment
Environmental Services
Financial Services
Government
Healthcare
Hospitality
Insurance
Manufacturing
Media
Pharmaceutical
Retail
Sports
Technology
Telecommunications
Transportation
Utilities

[1] Baldé, C., Kuehr, R., Yamamoto, T., Mcdonald, R., Angelo, E., Althaf, S., Bel, G., Deubzer, O., Fernandez-Cubillo, E., Forti, V., Gray, V., Herat, S., Honda, S., Iattoni, G., & Khetriwal, D. (n.d.). *THE GLOBAL E-WASTE MONITOR 2024*. https://ewastemonitor.info/wp-content/uploads/2024/12/GEM_2024_EN_11_NOV-web.pdf

ERI's Core Values

- We Are Customer Obsessed.
- We Are Innovators.
- We Are Accountable.
- We Are Diverse and Inclusive.
- We Are One Team.
- Speed Matters. Every Second Counts.
- See Something, Do Something.

ERI's driving mission is to make the world a better place by protecting people, the planet and privacy.

ERI is certified at the highest level by the leading environmental and data security oversight organizations to de-manufacture, recycle, refurbish, and resell every type of electronic device in an environmentally responsible manner while also ensuring 100% destruction of the data contained within any type of electronic device.

Through groundbreaking innovation, strategic partnerships, radical transparency and a steadfast commitment to the circular economy, ERI works every day to keep toxins out of landfills, keep data private and safe, and do everything with a vision for zero waste, zero landfill, and zero emissions.

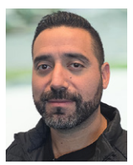
Leadership

Founded in 2002 in Fresno, California, ERI has spent the past 22+ years building a best-in-class leadership team.

We have built an Executive Team and Board of Directors with diverse backgrounds and extraordinary experience. It is not an easy path to develop and grow a successful electronics recycling company. However, we have continued to expand operations year over year, innovating and evolving to provide critical services, led by a continually growing, accomplished and seasoned executive team.

Executive Team

Aaron Blum
Co-Founder, Chief Operating and Compliance Officer

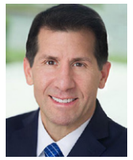


Rudy Placencia
Executive President of Operations and Sales

Anthony Borges
Vice President of Circular Solutions

Linda Ramos
Chief of Staff

Tyler Browning
General Counsel



John S. Shegerian
Co-Founder, Chairman, CEO, Chairman of the Board

Carol DeBellis
Senior Vice President of Human Resources

Tammy Shegerian
Co-Founder, President & Chief Revenue Officer, Board of Director

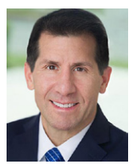
Kevin J. Dillon
Co-Founder, Chief Marketing Officer, Chief Sales Officer, Board of Director, Author

Jonah Yap-De Jesus
Vice President of Finance

David Hirschler
Chief Sustainability Officer

Board of Directors

Tae Sun Choi
Head of the Raw Materials Division - LS MnM



John S. Shegerian
Co-Founder, Chairman, CEO - ERI

Kevin J. Dillon
Co-Founder, Chief Marketing Officer, Chief Sales Officer, Board of Director - ERI

Tammy Shegerian
Co-Founder, President & Chief Revenue Officer, Board of Director - ERI

Brendan M. Egan
Founder & CEO, Simple SEO Group
Co-Founder & CEO, Engage
Director of Technology & Innovations, ERI

David Wang
Group Managing Director & Deputy Head of Private Credit - TCW Group

Ron Gonen
Founder and CEO - Closed Loop Partners

Material Circularity

The transition to a circular economy requires a fundamental rethinking of how organizations use materials, with an emphasis on critical minerals, climate impacts, secure supply chains, and global stability. By prioritizing reuse, recycling, and responsible resource management, we can reduce dependence on finite resources essential for technologies like renewable energy systems and batteries. These practices help mitigate environmental and climate-related challenges, such as greenhouse gas emissions and ecosystem degradation, while also strengthening supply chain resilience against geopolitical risks. Moreover, promoting equitable access to critical materials helps reduce resource-related tensions, fostering global stability and collaboration for a more sustainable future.

According to projections from The Global E-waste Monitor 2024, e-waste is expected to reach 120 billion kg by 2030, with small and large devices being the major contributors to this growth. Over 22 years ago, our Chief Operating and Compliance Officer, Aaron Blum, recognized this growing challenge and founded ERI to address this looming crisis. At ERI, protecting people, the planet, and privacy is embedded in our "green DNA," and our commitment to fostering a circular economy continues to strengthen each year.

This commitment is strongly aligned with the targets of Sustainable Development Goals 11 (Sustainable Cities and Communities) and 12 (Responsible Production and Consumption), which outline improving waste management in cities, increasing resource efficiency, and reducing waste generation through reduction, recycling, and reuse as some of their primary targets.

In 2024, we launched the "Good to Great" initiative at ERI, focused on identifying opportunities to improve our environmental impact, operational efficiency, and innovation. This initiative aims to help us move beyond good practices to achieve exceptional and industry leading standards. A key component of this effort is fostering strong collaboration across departments and ensuring effective vertical communication to drive better results.

Product Reuse and Refurbishment

Our mission is to continuously identify opportunities to reuse electronic devices, ensuring a more sustainable future. The Asset Management (AM) Department has established itself as an industry leader, both nationally and internationally, through a trusted network of vetted partners. For data-bearing electronics eligible for refurbishment and resale under service agreements, we follow strict data-wiping protocols to mitigate any risk of data breaches (refer to Page 36 for more details).

In 2024, we successfully refurbished 2.7 million pounds of electronics, recovering over 318,000 pounds of components for re-manufacturing. Additionally, we have expanded our partnership with Best Buy and launched service-based initiatives. This program provides a marketplace for business buyers and bulk purchasers to acquire customer returns or overstock electronics. This innovative collaboration leverages our expertise in asset testing and management, built on over 20 years of industry experience, significantly enhancing efficiency and productivity. Advanced technologies we have developed in-house, such as SOAR and CAPTURE for our AM Department, have increased the recovery of reusable electronics. For more details on ERI's technology, see Page 21.

Commodities

We believe that a genuine circular economy is essential for creating a sustainable future for generations to come. We can recover critical materials, conflict minerals, and more from electronics including , steel, aluminum, copper, tin, gold, silver, glass, and various plastic resins. Then our battery recovery includes even more critical and other materials, including cobalt, lithium, manganese, nickel, steel, & zinc. It is our goal to maximize the value of these materials while minimizing our carbon footprint (see carbon footprint on Page 22). In 2024, we produced 45.1 million lbs. of metals and 22.4 million lbs. of plastics, among others.

At ERI, we are proud to forge strategic partnerships with both international and domestic smelters and processors to achieve a truly transparent circular economy that is the first of its kind in the industry. Our long-term collaborations with LS MnM, Alcoa, and Redwood Materials focus on key commodities such as those mentioned above.

This direct pathway from recycler to smelter not only enhances our ability to achieve a true circular system for various materials but also provides unparalleled transparency for our clients. Furthermore, we collaborate with over 100 downstream partners of varying sizes to ensure a consistent and reliable flow of materials for reuse and recycling.

Strategic Material Recovery

Although we have established circular solutions for many materials, emerging products, evolving regulations, and advanced technologies continuously drive our R&D efforts toward achieving even greater levels of circularity.

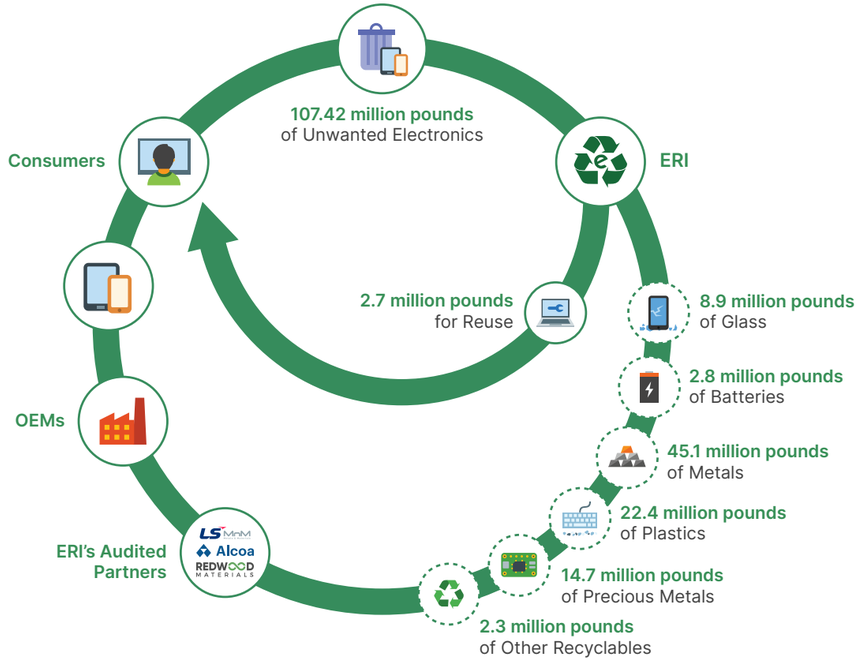
We have recently established a new partnership for plastics recovery, focusing on materials such as ABS (acrylonitrile butadiene styrene), PS (polystyrene), PP (polypropylene), and PC (polycarbonate). This partnership enables recovered materials to be reintroduced as feedstock for production processes, supporting a more circular economy. Our strategic partner, based in an OECD (Organization for Economic Cooperation and Development) nation, ensures the responsible management of these plastic materials.

All processes adhere to U.S. regulations, international laws, the Basel Convention, and the stringent standards of e-Steward and R2v3 certifications. This partnership reflects our commitment to enhancing the value of materials while reducing waste sent to incineration or landfill.

Through our core operations, in 2024, we successfully recovered 22.4 million lbs. of plastics from 104.68 million lbs. of electronics, further advancing our mission to drive sustainable resource recovery.

In addition to plastics, we are exploring new sources of critical materials and minerals from the significant volume of e-waste we process. The "Criticality" of these materials and minerals, as defined by The Energy Act of 2020, refers to those with a high risk of supply chain disruptions that serve essential functions in technologies such as energy storage, renewable energy, defense equipment, and consumer electronics. The demand for these critical elements has outpaced production from natural resources, most of which are sourced overseas. Therefore, developing advanced recycling processes is vital for preserving these critical elements and stabilizing the supply chain.

We are particularly focused on products such as hard drives, smartphones, flat-screen TVs, batteries, and electric motors to identify critical elements. Our material stream includes lithium, cobalt, neodymium, praseodymium, yttrium, and cadmium. We believe that as a nationwide collector and processor of e-waste, we can provide significant sources of critical elements. Our investment in R&D is open to collaboration with our clients to explore potential critical elements for circularity. We are dedicated to ensuring these essential resources are sourced and managed through robust, domestic supply chain strategies.



Material Circularity (Cont.)

Packaging Materials

While ERI primarily focuses on recycling electronic waste and batteries, our Good to Great initiative has led us to examine additional waste streams within our facilities. One key finding was the substantial volume of packaging materials entering our operations. In response, this year we launched a comprehensive Waste Diversion Program across all ERI facilities to ensure proper handling and enhance material circularity.

To initiate this program, we conducted waste audits at several facilities, analyzing trash compactors to assess waste composition and identify diversion opportunities. We encourage Operations Managers and staff to collaborate with our commodity and sustainability teams, sharing insights and seeking partnerships to recover materials rather than sending them to landfills.

Collaboration with clients and partners is crucial to our waste diversion efforts. In early 2024, we established a partnership to collect and repurpose plastic films from our facilities, successfully diverting 154,266 lbs. away from landfill disposal.

Expanded Polystyrene (EPS), widely used in electronics packaging, presents another major waste challenge. To address this, ERI has invested in advanced foam densifiers, partnered with specialized downstream recyclers, and collaborated with Best Buy to ensure efficient EPS recycling at all facilities. Through this program, collected EPS is densified upon arrival and converted into Extruded Polystyrene (XPS), which is repurposed for use in construction and insulation materials—keeping EPS out of landfills while promoting material recirculation.

Cardboard boxes, an essential component of electronics packaging, are also a key focus of our Waste Diversion Program. We remain committed to increasing the recovery of cardboard that might otherwise be lost in the waste stream, ensuring it is efficiently recycled and reintegrated into the supply chain.

Since launching Good to Great in May 2024, ERI has reduced its waste by over 1.7 million lbs. and lowered its scope 1 and 2 emissions by 128.12 mtCO2e. This initiative continues to enhance waste reduction efforts, reinforce circular economy principles, and contribute to our long-term sustainability objectives.

Environmental Impact and Sustainability Reporting

Our mission is to protect people, the planet, and privacy by adhering to the highest standards of responsibility. We extend our efforts to help ERI clients achieve their sustainability goals. Our proprietary system, Optech, has become one of ERI's most valuable assets, not only by providing accurate chain-of-custody information but also by supporting our clients' sustainability initiatives.

In 2021, we launched a customer-generated Circular Impact Report, which quantifies the emissions avoided and the environmental benefits realized by recycling electronics responsibly. Many of ERI's clients participate in sustainability challenges, certifications, or track their environmental performance, all of which require data on recycling, reuse efforts, and product verifications. We are proud to support our clients in these endeavors and continuously enhance ERI's systems as an industry leader.

Supporting Certifications and Verifications Include:

- EPEAT Compliance
- Walmart THESIS Sustainability Survey
- Walmart Project Gigaton Reporting
- Other Customized Reports

Design for Sustainability

Our commitment to transparency and effective e-waste reuse and recycling has earned the trust of our customers. Traditional interactions with ERI have evolved into more engaging conversations aimed at improving product design. Our newly launched service, "Design for Sustainability," encourages our OEM clients to involve their engineers and executives in discussions with us, ensuring that circularity is integrated into the design of new products.

This initiative includes increasing collection efforts for consumers, providing educational resources about sorting and recycling processes, and incorporating recycled materials such as copper, aluminum, silver, and plastics back into products.

Additionally, we emphasize that product designs should facilitate easier sorting, refurbishment, disassembly, and recycling.

We are proud to be the first e-waste company in the industry to offer this collaborative program, allowing us to support our clients in achieving their sustainability goals. For over 15 years, ERI has maintained e-Steward and R2 certifications, demonstrating our commitment to responsible refurbishing and recycling practices. We have assisted several large OEM clients in verifying the recyclability of their products and in generating customized reports for their reuse and recycling initiatives.

We believe that by working together, we can create a more sustainable and better world.

EMPLOYEE HIGHLIGHT

Anthony Borges
Vice President of Circular Solutions

Beginning his journey at ERI as an Assistant Plant Manager, Anthony Borges has been an integral part of ERI since its inception, contributing over 25 years of professional experience to the company's growth and success. His efforts have been pivotal in expanding ERI from a single facility to a robust nationwide network of eight locations. In this capacity, he has led the development of innovative material recovery processes and established critical infrastructure partnerships with domestic and international collaborators to advance cutting-edge technologies.

One of Anthony's most notable achievements in 2024 has been the attainment of a 90% plastics recovery rate in collaboration with ERI's processing partners. This milestone underscores ERI's commitment to sustainability and innovation. Additionally, his significant contributions to the battery recycling sector have marked another step forward in ERI's mission to lead in environmental responsibility.

ERI takes pride in having dedicated and forward-thinking employees like Anthony, whose passion for technological advancements drives the company's success in overcoming challenges of the e-waste industry. His knowledge and expertise continue to shape a sustainable and innovative future for ERI and the communities it serves. Anthony has also played a key role in the implementation of the Waste Diversion Program, which has effectively reduced unnecessary costs while supporting sustainable practices.

"ERI's culture has been instrumental in shaping my approach to leadership and problem-solving. The emphasis on innovation and collaboration has not only driven my professional growth but also instilled a sense of purpose in my work, knowing that our efforts create meaningful environmental and social change."

Innovation in the Circular Economy

Innovation is a core strength of ERI in the industry. We recognize the critical importance of managing e-waste responsibly while utilizing technology to enhance our processing capabilities. As part of our Good to Great initiatives, we have developed several projects focused on improving precious metal extraction and increasing operational efficiency. Our belief in the power of innovation to optimize recycling capabilities and improve resource efficiency has led to the development of several technologies and systems. These have become a meaningful part of our contribution to Sustainable Development Goal 9 (Industry, Innovation, and Infrastructure) which emphasizes the importance of sustainable infrastructure and technological development.

BatCycle - Alkaline Processing Line

Resources from batteries have been recognized globally in order to secure critical minerals. At ERI, we found that less than 10% of alkaline batteries are properly recycled according to market research and the Environmental Protection Agency (EPA), however alkaline batteries have been widely used globally for many electronic applications such as remote controls, clocks, toys for children, flashlights, portable gadgets, computer accessories, and more.

After over two years of research and development, we are proud to launch our Alkaline Battery Recycling (BatCycle) line at our Indiana facility. The process involves collecting and sorting batteries, followed by shredding them in a controlled environment. Advanced techniques such as magnetic, density, and optical separation are then used to extract and refine valuable materials. The recovered components, including reusable metals and plastics, are repurposed across industries, contributing to sectors like manufacturing, agriculture, and more.

A particularly innovative outcome of the Batcycle system is the production of alkaline "black mass," which accounts for approximately 75% of the total throughput. This material is processed to recover essential metals like zinc and manganese, both critical in numerous industries, particularly agriculture. Zinc and manganese are vital for enriching soil and enhancing crop production. The alkaline black mass we produce from Batcycle can be further refined by our partnered chemical company to extract these metals for use in agricultural fertilizers. Manganese powder derived from recycled alkaline batteries is an important micronutrient that supports plant growth by aiding processes such as photosynthesis, enzyme activation, and disease resistance. When converted into plant-available forms like manganese sulfate, it helps rectify deficiencies in soils, especially those with high pH or sandy conditions. This sustainable approach minimizes the need for virgin manganese mining, fostering a circular economy while providing an eco-friendly solution to improve crop health and yield.

Since August 2024, the BatCycle system has been processing alkaline batteries at a rate of over 36,000 batteries per hour. This advanced technology is expected to significantly enhance material circularity for alkaline batteries, which have long been improperly discarded, contributing to a more sustainable recycling model.

Advancing Precious Metal Extraction

According to the Global E-waste Monitor (2024), only 20% of valuable metals such as gold, palladium, and silver are recovered globally through formal recycling processes for e-waste. At ERI, we are committed to advancing our recycling technologies to significantly improve material recovery rates. Our efforts began in 2019 with the deployment of our proprietary shredding system, SAM, at the Fresno and Indiana facilities. By integrating cutting-edge AI-powered sorting technology into our processing lines, we have enhanced the precision and efficiency of precious metal recovery.

In May 2024, we expanded these innovations to further refine our shredding operations at the Indiana facility. This led to a remarkable milestone—doubling the amount of precious metals recovered from e-waste without extending the facility's operational days. This accomplishment highlights the critical role of innovation in the recycling industry and underscores the vast potential of urban mining to extract valuable resources from existing materials.

Enhancing Operations

In 2024, ERI significantly enhanced its operations to process e-waste with greater efficiency. In addition to our new technology, our facilities in Holliston, MA, and Lincoln Park, NJ, underwent extensive renovations, upgrades, and energy efficiency improvements to meet the increasing demand for recycling services. At our Holliston, MA facility, we have boosted our shredder capacity, greatly enhancing our material processing capabilities and expanding our reach to address the needs of the Northeast region.

At our Flower Mound, TX and Lincoln Park, NJ locations, we have implemented the SOAR 2 system, which allows our Asset Management team to accurately track and serialize devices including laptops, hard drives, monitors, printers, and cell phones as well as document every device serialized with photographic evidence of receipt.

Furthermore, we have introduced a new conveyor system to enhance worker safety and improve sorting and material processing efficiency. Additionally, we've installed foam densifiers to reduce waste from packaging materials and recycle reusable resources.

Enhancing ERI's Proprietary Technology - Optech

Our proprietary innovative tracking system, Optech, is essential to our operations and even more so for our clients. Every step of the recycling process—ranging from scheduling services and arranging logistics to collection, recycling, and commodity generation—is recorded and tracked within Optech. Currently, over 90% of our clients actively use Optech, allowing them to download reports and access asset details from receipt to final disposition.

In 2024, we developed the Optech API, enabling clients of all sizes to integrate real-time data into third-party platforms for easier access. This API has already been adopted by over 20 ERI customers, including several S&P 500 companies. Our recently published Optech API Documentation Guide further simplifies integration for clients' technical teams.

Enhancing ERI's Proprietary Technology - SOAR

2024 saw the roll-out of our latest version of our innovative SOAR technology. SOAR 3 uses conveyers, cameras, robotic arms, and AI to automate the process of receiving, identifying, evaluating products for reuse, and managing per client requirements, greatly enhancing our ability to securely, efficiently process more materials and improve our rates of reuse.

Currently, three of ERI's facilities have successfully implemented SOAR 3, while our other ITAD processing facilities continue to use SOAR 2 for operations.

ERI truck servicing New York City.

Site	Version of SOAR
Plainfield, IN Holliston, MA Fresno, CA	SOAR 2 & SOAR 3
Badin, NC Lincoln Park, NJ Flower Mound, TX Goodyear, AZ Sumner, WA	SOAR 2

SOAR can recognize over 37,415 different makes and models.

Carbon Footprint

2024 was another significant year for ERI as we continue to strengthen our sustainability efforts. While our impact on emissions remains positive, largely due to Scope 4 reductions, we remain committed to effectively managing our direct emissions.

We have once again achieved carbon neutrality for our operational emissions and continue to run on 100% renewable energy (market-based). This year, we have also made substantial progress in refining our comprehensive greenhouse gas (GHG) inventory, covering Scopes 1, 2, and 3, as part of our broader decarbonization strategy.

We are committed to reducing our total emissions by an additional 45% by 2030, with 2023 established as our baseline year. To achieve this, we partnered with a third-party climate expert to review and improve our GHG inventory, engaged trusted project developers for carbon offsets and renewable energy, and worked with professionals to develop tailored sustainability strategies across all ERI facilities. These initiatives reinforce our ongoing commitment to reducing our environmental footprint while supporting a circular economy for the long term.

Greenhouse Gas Emissions (GHG) Inventory

In 2024, ERI continued to improve our GHG reporting, with a particular focus on Scope 3 emissions. The enhanced approach now covers a broader range of categories and offers more precise data, ensuring a fuller understanding of emissions across the entire life cycle of its products and operations.

One of the most notable improvements in our 2024 methodology was the expansion of our emissions calculations to cover new categories, such as Processing of sold products and use of sold products.

These categories were not previously included in 2023 but are now part of the 2024 calculations, offering a deeper insight into the emissions generated during the use and processing stages of products.

By including these stages, the company now captures the environmental impact of its products over their entire lifecycle, rather than just during production and transportation. This change reflects the company's commitment to a more holistic view of its emissions, emphasizing the importance of accounting for the downstream effects of its products.

In addition, our updated methodologies provide a more detailed accounting of emissions from logistics, particularly in the areas of Upstream transportation and distribution and Downstream transportation and distribution as well as Electricity-related indirect emissions, ensuring that emissions from the energy used in operations are more precisely measured. This improvement in tracking indirect emissions from electricity use contributes to a clearer understanding of the company's energy consumption and its associated environmental impact.

Overall, the 2024 emissions data represent a significant leap forward in the company's efforts to enhance environmental transparency and accountability. These results do show a considerable increase in our Scope 3 emissions, however by expanding the scope of emissions calculations to include new categories and refining the tracking of logistics-related emissions, the company now has a more comprehensive and accurate emissions profile. This improved methodology is an important step toward identifying areas for improvement and reducing the company's overall environmental impact.

Scope	%	2024 Location-Based Emissions (mTCO2e)	2024 Market-Based Emissions (mTCO2e)	2024 Impact After Offets (mTCO2e)	Notes
Scope 1	0.84%	1,272.84	1,272.84	-	Offset via 3rd Party Verified Carbon Offset Projects in the United States
Scope 2	1.53%	2,318.90	-	-	Eliminated via Green e-Renewable Energy Credits
Scope 3	97.63%	147,946	147,535.10	145,492	Offset via 3rd Party Verified Carbon Offset Projects in the U.S., including packaging and intercompany transport. Increase due to expanded categories—see p.73.
Grand Total	**100%**	**302,664.58**	**148,807.94**	**145,492**	

We continued to use market-based solutions to eliminate our Scope 2 emissions and further utilized carbon offsets to ensure our operational emissions are carbon neutral, including our Scope 1 emissions and our internal operations for Scope 3 (See Powering Our Future). ERI is focused on continued transparency and therefore we have chosen to fully share our location-based emissions as well as our market-based emissions.

In addition to our Scopes 1-3 emissions, we believe it's crucial to share the positive impact that e-waste reuse and recycling can have on emissions. Therefore, we continue to calculate our Scope 4 avoidance impact using our proprietary calculations based on the US EPA's Electronics Environmental Benefits Calculator (EEBC) and the EPA's "Waste Reduction Model (WARM)".

Overall, there were 107.42 million pounds of used electronics collected and processed by ERI, 2.7 million pounds of them were permitted for reuse; 104.68 million pounds of the electronics were recovered responsibly for material recovery.

Avoided emissions and saved electricity were calculated along with the amount of solid waste diverted from U.S. household; recovered commodities like plastics, precious metals, and batteries were going back to production lines for manufacturing (see *Downstream Management for Responsible Recycling* for more information).

556.2 Million
pounds of CO_2 equivalent emissions were prevented

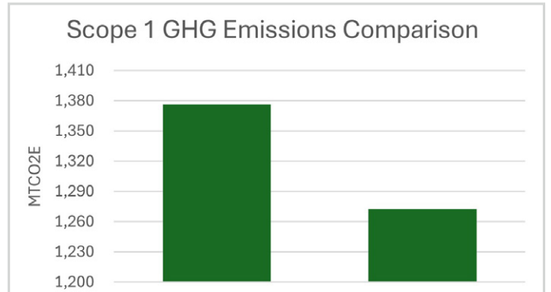
This is equivalent to:

52,285
passenger cars' annual greenhouse gas emissions

935.1 Million
kilowatt hours of electricity that would have been used in producing new electronics

This is equivalent to:

87,813
U.S. households' annual electricity usage



ERI's continued efficiency efforts led to a 8% decrease in Scope 1 emissions in 2024.

ERI provides comprehensive nationwide coverage, servicing every ZIP code in the United States through a strategically positioned network of facilities and partners.

Carbon Footprint (Cont.)

Powering Our Future with Renewable Energy and Carbon Offsets

In 2024, ERI remained committed to sustainability and circularity by identifying opportunities for on-site renewable energy systems at our facilities. While challenges such as leased spaces and the need for substantial infrastructure modifications exist, we continue to explore innovative solutions to advance renewable energy and achieve our sustainability goals.

Through the Green-e® Energy Program, we offset 100% of our energy consumption by sourcing Renewable Energy Certificates (RECs) certified by the Center for Resource Solutions. These RECs meet the highest North American renewable energy standards and align with the locations of our facilities, ensuring meaningful support for regional renewable energy projects. A Green-e® audit verified our chain of custody for certified renewable energy, enabling us to achieve zero metric tons of CO2 equivalent emissions via a market-based approach outlined in the Greenhouse Gas Protocol.

For operational emissions, we accounted for all Scope 1 emissions and key Scope 3 categories, such as Purchased Packaging and Intercompany Transfers. These carbon credit projects reduce high-impact greenhouse gases by capturing and destroying emissions like N2O and methane from industrial, agricultural, and landfill sources.

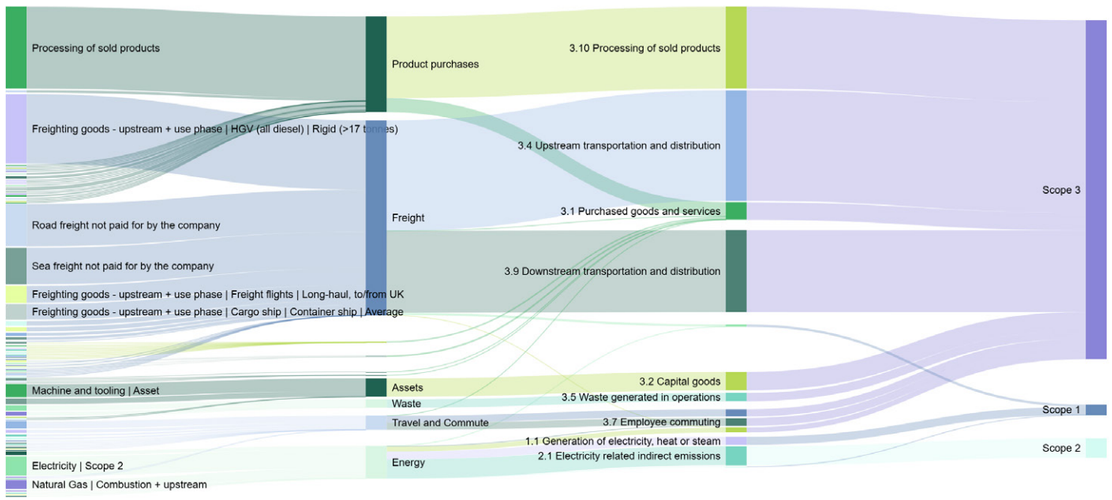
Low carbon cement projects further cut emissions by using cleaner product methods.

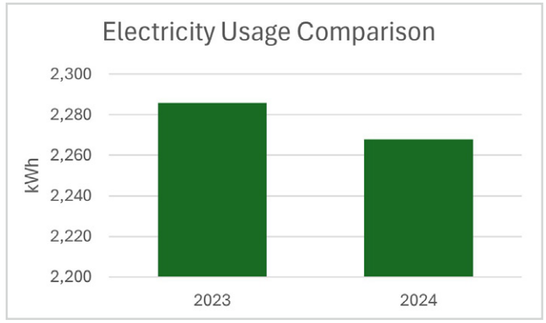
Our due diligence process includes thorough assessments of land tenure, governance, financial transparency, and social and environmental risks to ensure the highest standards of integrity are met.

Our supported projects address critical challenges, such as reducing industrial nitrous oxide and methane emissions, capturing landfill gases for energy, and investing in low-carbon cement production. These initiatives align with ERI's commitment to circular economy principles, transforming harmful emissions into valuable resources and reducing waste-related environmental impacts.

Together, these efforts reinforce ERI's mission to lead in sustainability and circularity while actively exploring new opportunities to further reduce emissions and support renewable energy generation.

Sankey diagram of ERI's GHG emissions by scope and category. Expansion of Scope 3 to include Categories 3.8, 3.11, and 3.12 enhances transparency and completeness in emissions reporting.





In 2024, ERI achieved a 5% reduction in electricity usage from the previous year.

Improvements

At ERI, our mission has always been to continually improve our operations while creating positive environmental and societal impacts. In addition to our new initiatives, such as the "Good to Great" program, we remain committed to further enhancing various aspects of our business. These ongoing efforts reflect our dedication to sustainability, innovation, and making a meaningful contribution to the circular economy.

Embedding Sustainability into Executive Decision-Making

Since ERI's establishment in 2002, ERI's operations have been continuously growing. Our expansion has not only enabled us to serve every ZIP Code across the United States but has also allowed us to make a positive impact on the environment and local communities. In 2024, our commitment to decarbonization has intensified even further. Leaders from each department at ERI have collaborated to identify opportunities for reducing our carbon footprint and achieving Net Zero operational emissions.

To ensure that ERI continues to lead the industry as the most innovative, responsible, and transparent ITAD provider, it is essential that our innovative projects and programs stay on track. To support this mission, we appointed David Hirschler as ERI's first Chief Sustainability Officer. David holds a master's degree in urban and environmental policy and planning from Tufts University and a bachelor's degree in environmental science from Boston University.

David Hirschler
Chief Sustainability Officer

With over 20 years of experience in recycling and waste management, David has specialized in the development and implementation of innovative programs and policies, including convenient recycling plans, reuse systems, and producer responsibility initiatives.

David brings a wealth of expertise and leadership to ERI, offering valuable insights on managing responsibilities for our OEM clients and overseeing all sustainability initiatives within our Good to Great program, which amplifies ERI's positive impact. By integrating sustainability at the executive level, David ensures that project updates are shared with the Board of Directors for review and discussion. This shift has enabled ERI to successfully drive sustainable decision-making across both the executive team and the Board.

Energy Efficiency

ERI continues to prioritize energy efficiency as a key component of operational improvement. Following the successful upgrade of all lighting across our facilities, we engaged third-party consultants to conduct energy audits at two representative sites. These audits have provided valuable insights into opportunities to further optimize energy consumption.

Another example of our energy efficiency initiatives is In Fresno, CA, where we recently introduced an electric skid steer, replacing the propane-powered version previously used for moving commodities generated through our recycling system.

This new equipment, named EMMA (Electric Material Moving Assistant), offers enhanced functionality, including a remote-control feature.

EMMA, our new fully electric skid steer, enhances safety and efficiency with remote-control functionality.

The remote-control capability provides several benefits, such as improving safety by allowing operators to control the machinery from a distance, reducing the risk of accidents in high-traffic areas. It also increases efficiency by enabling operators to maneuver the skid steer more precisely and quickly, all while minimizing operator fatigue. This upgrade has significantly improved both safety and productivity on-site.

Supply Reuse

Reusing supplies has been a cornerstone of our strategy to promote material conservation and advance circularity. By prioritizing the reuse of materials and resources, we not only reduce waste but also decrease the demand for new supplies, minimizing the energy consumption and emissions associated with manufacturing and transportation. This approach significantly lowers our carbon footprint while generating cost savings by reducing the need for new materials.

To extend these benefits, we've partnered with retail and commercial clients to launch a Supply Return Program, enabling the reuse of items such as Gaylord boxes, drums, and pallets. This initiative has been instrumental in fostering a culture of material circularity across our operations.

Facility Highlights

- Our facilities in Badin, NC, and Sumner, WA, have achieved a 100% reuse rate for pallets and pails, provided their functionality remains intact.
- The Plainfield, IN, facility has improved its overall reuse rates by 40%, including pallets, pails, boxes, and drums.
- Collectively, our facilities have achieved an 18.75% improvement in supply reuse, showcasing our commitment to continuous improvement in performance and measurement.

Through our Waste Diversion Program and partnerships with like-minded organizations, we remain dedicated to minimizing waste and maximizing material circularity. We welcome new opportunities to collaborate and further advance these goals.

Advancing Logistics Efficiency

We take pride in serving every ZIP Code across the country with responsible recycling solutions that protect customer privacy. However, this extensive reach means that our upstream and downstream logistics emissions are significant contributors to our Scope 1 and Scope 3 emissions. In 2024 alone, we managed over 60,000 stops and shipments in partnership with third-party logistics companies. To reduce emissions, all shipments were routed to the nearest ERI facility for efficient sorting and processing. Our strategically located facilities ensure that nearly every ZIP Code in the U.S. is within 500 miles, allowing us to serve major metropolitan areas that generate the most electronic products for reuse and recycling.

Under the leadership of Ross Sylvester, ERI's Director of Logistics for over 15 years, our logistics operations have achieved remarkable advancements in environmental performance. Starting his journey at ERI as a CRT Dismantler, Ross has demonstrated outstanding expertise

20% decrease in fuel consumption from previous year.

ERI truck outside Fresno, California.

Improvements (Cont.)

in optimizing logistics and fleet efficiency, earning him his current leadership role.

Following an analysis of our greenhouse gas (GHG) emissions, we equipped all ERI trucks with an advanced Electronic Monitoring System that provides real-time tracking of key metrics such as idle time, location, and fuel consumption.

This system has been pivotal in analyzing driving behavior and enhancing our training programs. Furthermore, we installed specialized chips in our trucks that automatically shut off the engine after a set idle time, resulting in a 33.8% monthly reduction in idle time.

These initiatives, combined with route optimization and fleet efficiency upgrades, have significantly improved our fleet's miles per gallon (MPG) performance in 2024. By integrating cutting-edge technology and innovation into our logistics operations, we continue to reduce our carbon footprint while delivering exceptional service across the nation.

Progress Toward Net Zero

At ERI, our commitment to protecting people, the planet, and privacy drives every aspect of our operations. Since our founding, we have embraced sustainability as a core value, and this commitment has only deepened over time.

As part of our journey to achieve Operational Net Zero by 2050, we are addressing emissions across Scopes 1, 2, and 3.

For Scope 1, our efforts include employee education, energy audits, light retrofits, logistics optimization, fleet electrification, off-road vehicle electrification, and waste minimization. In Scope 2, we focus on implementing energy efficiency measures, conducting feasibility studies for on-site renewable energy, sourcing renewable energy, and expanding charging infrastructure for electric vehicles. For Scope 3, we emphasize strategic partnerships, sustainability and circularity education and engagement with key suppliers, sourcing reused and recycled content packaging, and minimizing unnecessary travel or offsetting when required.

This comprehensive approach reflects our dedication to sustainability while supporting our clients and partners in achieving their own ESG goals. Together, we are advancing impactful solutions for a greener, more responsible future.

Scope	Initiatives	2020			
		Identifying Opportunities and Risks			
		2012	2015	2017	2020
Scope 1	Employee Education				
	Energy Audit				
	Light Retrofit				
	Logistics Optimization				
	Off-Road Fleet Electrification				
	Fleet Electrification				
	Waste Minimization				
Scope 2	Feasibility Study for On-Site Renewables				
	Implement Energy Efficiency Measures				
	Sourcing Renewable Energy				
	Increase Charging Stations for Electric Vehicles				
Scope 3	Strategic Partnership Development				
	ESG Education and Engagement with Key Suppliers				
	Sourcing Reused and Recycled Content Packaging				
	Avoid Unnecessary Travel or Offset				

2030				2040				2050			
Achieving Carbon Neutrality				Electrify ERI Operation				Achieving Operational Net Zero			
2022	2025	2027	2030	2032	2035	2037	2040	2042	2045	2047	2050

Transparent Leadership

Following a board meeting, Aaron Blum, Chief Operating and Compliance Officer, leads a tour of ERI's Indiana facility.

At ERI, the Board of Directors oversees strategic direction, while day-to-day operations are managed by senior executives. Board members are nominated based on their expertise and alignment with ERI's values, ensuring strong governance. ERI's C-level executives ensure transparency, accountability, and alignment between strategy and execution.

The CEO, a co-founder and Board member, is responsible for decisions related to economic, environmental, and social matters, ensuring coherence across governance and operations.

The Board develops and updates ERI's mission, values, strategies, and sustainability goals, ensuring long-term alignment. It also oversees due diligence processes to manage ERI's impacts, integrating stakeholder feedback to inform decisions. These processes are reviewed annually for effectiveness.

For more information on ERI's Board members, visit: https://eridirect.com/about-us/board-of-directors

To prevent conflicts of interest, ERI implements a Confidentiality and Conflict of Interest Agreement for senior executives and Board members, including regular disclosures and transparent communication with stakeholders. We do not have controlling shareholders, ensuring independent decision-making. Related-party transactions are disclosed and reviewed for fairness.

Authority and responsibilities are clearly defined and reviewed regularly to ensure alignment with ERI's objectives.

For more on ERI's executive leadership team, visit: https://eridirect.com/about-us/executive-team

Stewardship and Strategic Oversight

At ERI, we comply with all applicable laws and regulations, including those related to environmental protection, labor, data security, and governance. In the reporting period, there were no instances of non-compliance or fines, reflecting our strong internal controls and regular training.

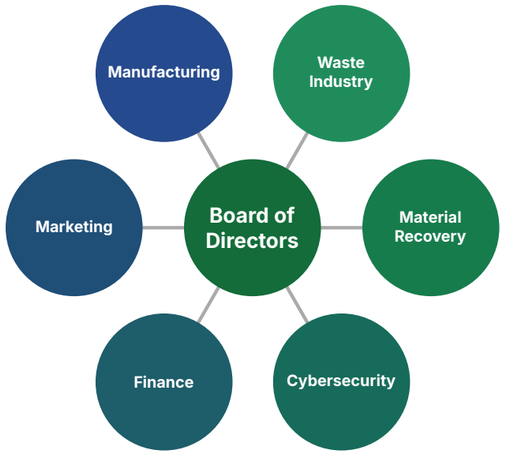
The Board of Directors regularly evaluates ERI's performance, including sustainability and risk management. ERI's Chief Sustainability Officer briefs the board directly on sustainability and social responsibility initiatives. The Board reviews key metrics and feedback, providing guidance to ensure continuous improvement and alignment with ERI's goals.

We integrate our policy commitments into daily operations through clear communication, training, and accountability mechanisms. All employees are educated on policies related to sustainability, data security, and ethics, with regular monitoring and audits to ensure compliance.

e-Stewards Performance Verification

A unique part of the e-Stewards organization certification, the Performance Verification (PV) Program helps ensure that recyclers adhere to global environmental justice principles "even when no one is looking." Through this program, Basel Action Network recently reported that between 2021 and 2022, 18 e-Stewards certified recyclers at 22 locations, including ERI, have been "caught doing the right thing" through unannounced on-site inspections and randomly delivered GPS trackers.

This measure helps confirm that e-Stewards conform to the highest standards even when an audit isn't on their calendars. The e-Stewards program also embeds EarthEye GPS trackers (https://www. eartheye.org) in electronic scrap and drops it off at e-Stewards-certified locations to see if downstream pathways fulfill their international trade obligations. The results are announced two years after the trackers are deployed.



Workforce Governance

All ERI employees and leaders undergo comprehensive training on anti-discrimination, anti-harassment, and ethical conduct policies to uphold these principles.
We uphold ethical labor practices, prohibiting child labor, forced labor, bribery, corruption, human trafficking, while fostering employee well-being through direct communication, feedback, and accessible reporting channels.

ERI provides both internal and third-party mechanisms for employees and stakeholders to report concerns, supported by anti-retaliation policies and anonymous reporting options to ensure transparency.

We have clear processes for addressing and remediating negative impacts. Our Grievance Policy ensures concerns are raised and addressed promptly. We investigate issues, implement corrective actions, and engage stakeholders to improve our practices.

Representative Leadership and Workforce

ERI has been committed to being an Equal Opportunity Employer since its inception, creating employment opportunities across the United States while fostering an inclusive environment that values diversity. We are dedicated to ensuring equal opportunities for all, regardless of race, age, religion, physical ability, or other factors.

ERI's Board of Directors is composed of individuals with diverse expertise in areas such as sustainability, technology, governance, finance, and risk management. To stay ahead of industry trends and regulatory changes, Board members participate in ongoing education and training, ensuring they are well-equipped to oversee ERI's long-term objectives and address emerging challenges.

As of 2024, 76% of ERI's workforce comes from diverse backgrounds, including American Indian, Asian, and Hispanic heritage across all facilities and offices. Compared to 2023, we have seen a 15% increase in Operations Managers and a 5% increase in Supervisors with varied ethnic backgrounds.

Their broad backgrounds, spanning both public and private sectors, enable the Board to provide strategic guidance and make informed decisions that support ERI's growth and sustainability.

Transparent Leadership (Cont.)

This diverse and inclusive environment has fostered remarkable loyalty, with over 26% of employees being part of the ERI family for over six years and more than 13% continuing their journey with ERI for over a decade. In addition, 70% are non-executives.

We firmly believe that a diverse workforce is a cornerstone of ERI's success. Our ongoing goal is to support our employees in growing professionally while advancing together with the company.

Commitments to Ethics and Stakeholder Dialogue

At ERI, we uphold the highest standards of ethical conduct, sustainability, and governance, guided by policies on data security, environmental responsibility, labor rights, and ethical practices. These policies ensure compliance with global standards, minimize risks, and support our long-term sustainability goals. We regularly review and update them to align with evolving regulations and stakeholder expectations.

Stakeholder engagement is central to our operations. We maintain open communication with employees, customers, suppliers, partners, regulatory bodies, industry associations, and local communities through various channels, including events and meetings. This allows us to gather feedback, align on goals, and make informed decisions that reflect the needs of those impacted by our operations.

ERI's Board of Directors plays a key role in steering the company toward sustainability, ensuring we lead the industry with strong governance, data security, and innovation. Their expertise and strategic guidance support our long-term growth and commitment to responsible business practices.

Human Rights Policy

In today's global economy, ERI understands that it's crucial to emphasize our stance against forced labor, child labor, and human trafficking and affirm our dedication to ethical practices. We have created and cultivated a workplace that positively influences all stakeholders. In further support of our commitment, we have formally published our Human Rights Policy:
https://eridirect.com/about-us/human-rights-policy

Supplier Code of Conduct

ERI maintains collaborations with hundreds of vendors to ensure seamless and efficient operations across its facilities. Analysis reveals that over 80% of ERI's carbon emissions are attributed to activities tied to vendor partnerships. This underscores the necessity of aligning with ethical and environmentally conscious suppliers, reinforcing ERI's dedication to sustainability and responsible business practices.

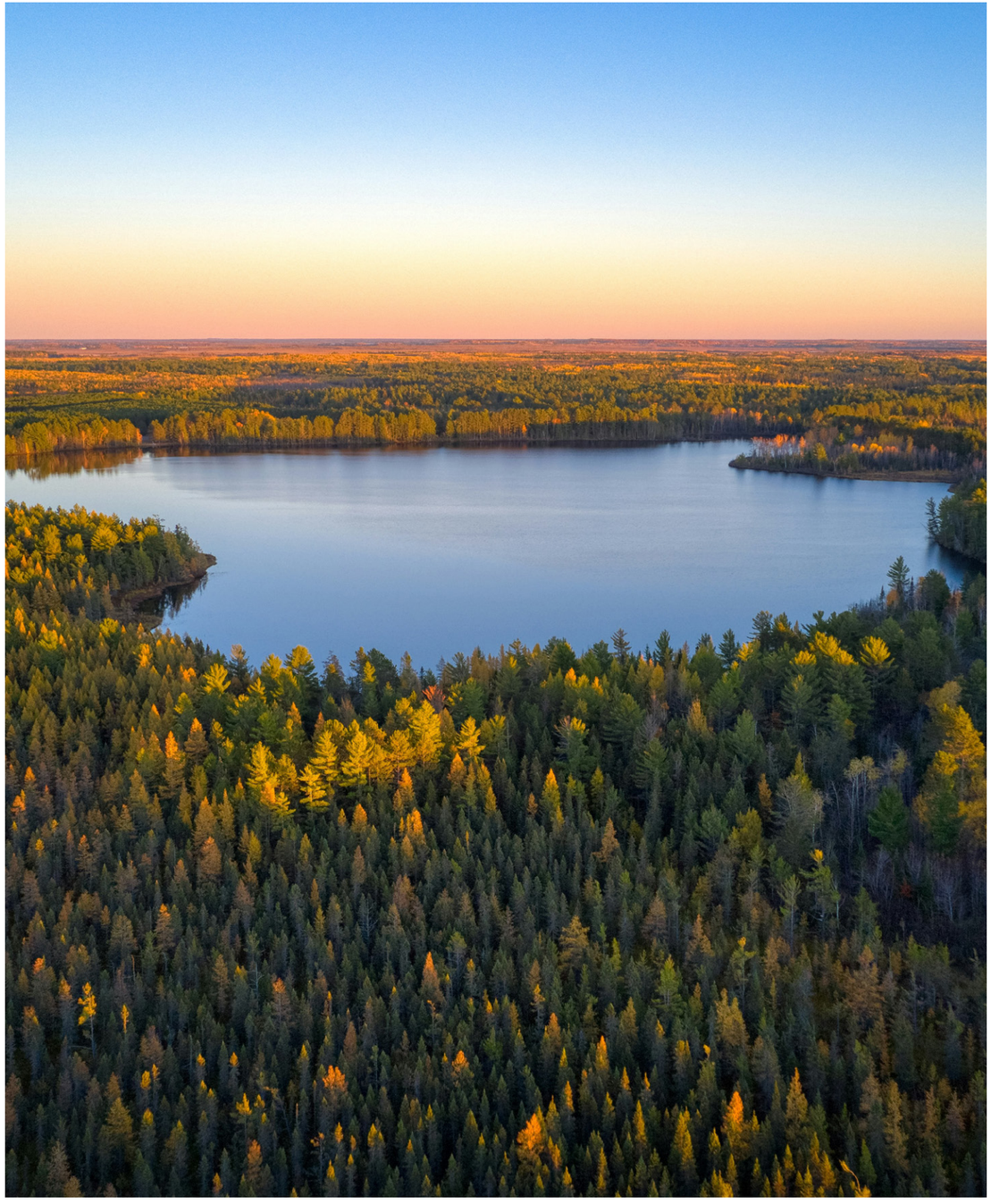
In 2024, ERI introduced a comprehensive Supplier Code of Conduct, consolidating supplier standards into a single framework. This initiative emphasizes the importance of responsible and ethical practices, ensuring these principles are clearly communicated to potential partners before entering into collaboration. The Code encompasses critical areas such as compliance, human rights, and sustainability.

To uphold these standards, ERI conducts ongoing audits and annual reviews across departments, striving to ensure alignment with like-minded organizations that share its commitment to integrity and environmental stewardship.

ERI's Supplier Code of Conduct includes:

- Child Labor
- Compliance
- Conflicts of Interest
- Data Protection
- Discrimination & Harassment
- Human Trafficking & Forced Labor
- Supplier Diversity
- Sustainability & Environmental Impact
- Website Content Accessibility
- Working Conditions

Certain ERI partners and suppliers, such as material downstream vendors, logistics providers, workforce agencies, and international collaborators, are required to meet additional specific requirements. These measures are designed to establish a foundation for trusted, transparent relationships within our extensive network. By ensuring adherence to these standards, ERI takes a proactive step in fostering integrity and accountability across its Partnerships.



Information Security

As a dedicated recycler and IT asset disposition (ITAD) service provider, we understand the critical importance of having robust security systems in place at our facilities and across all our infrastructure. This is necessary to protect and track any client assets received, but also to protect our network integrations and our own employee and customer data. With data becoming increasingly targeted by cybercrime, information security is one of ERI's top priorities. To ensure effective protection, ERI has implemented a robust Information Security Management System, and holds several certifications, including from the leading standards for information security and data protection, SOC 2 Type II and ISO 27001.

In 2024, we processed over 107 million lbs. of IT equipment nationwide. We employ several measures to protect the data we receive. For example, our facilities are equipped with turnstiles to ensure that only personnel and visitors can access operational areas, and access to various processing areas is even further restricted to authorized individuals.Our Asset Management area is specifically designed for specially trained employees who handle data-bearing devices. Additionally, all employees and vendors undergo thorough vetting before joining ERI, and we mandate regular refresher training courses to maintain high security standards at all times.

Technological Safeguards

While many electronics refurbishment and recycling companies offer data erasure and hardware destruction services, our over 20 years of industry experience has shown us the importance of undergoing additional rigorous cybersecurity audits. ERI's IT Department consistently assesses the risks associated with our service commitments and system requirements, as outlined in the TSP Section 100 of the 2017 Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA Trust Services Criteria). Regular risk assessments help us identify potential vulnerabilities. Our internal data security policies not only protect our operations but also reinforce our commitment to our customers. ERI has implemented several security measures:

1. **Monitored Intrusion Detection Systems:** At all ERI facilities, these systems ensure 24-hour monitoring of ERI facilities.
2. **Cloud SaaS Solution for Emails:** A highly available solution that helps employees identify phishing attempts and other email security threats.
3. **Email Restriction Framework:** This initiative has restricted over 65% of ERI employees from accessing external emails, ensuring that necessary communications remain internal.
4. **Two-Factor Authentication:** Required for all ERI employees to access our systems, preventing unauthorized devices from logging into accounts.
5. **Enhanced Security Measures:** Additional software and hardware protections to thwart attacks, email scams, and other cybersecurity threats.

Asset Chain of Custody and Security

Specifically for asset security, ERI's Optech Capture system enhances our ability to manage the chain of custody for all tracked assets. These assets are tracked prior to being loaded on a truck and are then confirmed as received at our ERI facilities upon arrival.

All data-bearing devices sent for possible reuse were wiped using a National Institute of Standards and Technology (NIST) SP 800-88 Compliance Data Erasure process, recognized as the gold standard in data sanitation. If data cannot be securely erased or verified, we ensure complete destruction of the hard drive.

Physical Safeguards

At our facilities, we have in place a wide range of safety features including:

- Full-time, third-party security personnel
- CCTV systems (interior & exterior)
- Secure entrance with badge-controlled access for employees and visitors
- Limited access provision to highly secured areas and infrastructure with critical assets
- Entry with any mobile computing device is prohibited, limited privilege is provided to identified employees
- Walk-through and wand metal detectors
- Folding security gates on doors
- Loading dock doors secured unless actively in use, and trucks containing material backed into loading docks
- Secure identified areas for customer witnessed processing (U.S.)

Over the past two years, we have significantly enhanced our physical security by:

- Upgrading ERI's CCTV system by installing high-definition Verkada cameras and facial recognition systems across all our facilities. These advanced cameras leverage Artificial Intelligence (AI) to monitor security and fire safety throughout our operations.
- Installing ERI GUARD Turnstiles which enhance security at facility entrances protecting both employees from outside threats as well as safeguarding customer assets from unauthorized access.

Data bearing equipment physically processed at our facilities is sent through ERI's shredders at all our facilities to physically destroy any data containing devices that do not meet the criteria for data erasure. These shredders are in compliance with the National Institute of Standards and Technology (NIST) SP 800-88 standard. We also utilize a National Security Agency (NSA)-level shredder capable of reducing SSDs to 2mm granules when necessary for additional security.

Administrative Safeguards

ERI has developed a range of Security Policies, including our Information Security Policy, Security Management, System Development Life Cycle, and Cybersecurity Incident Response Plan. These policies ensure that our employees understand their responsibilities regarding information processing and controls, particularly in promptly reporting any significant incidents to ERI's IT personnel and/or law enforcement.

ERI also conducts Monthly Phishing Tests for all ERI employees, as 91% of breaches begin with phishing emails.

ERI's HR department enforces strict hiring standards, disqualifying candidates with criminal histories involving theft, fraud, or any felonies within the past seven years. Employees with access to sensitive areas are subject to annual background rechecks, and all employees undergo 10-panel drug testing.

Validation

For information security, it is crucial not just to have systems in place, but also to validate the effectiveness and sufficiency of these systems. ERI's existing e-waste management R2v3 and e-Stewards certifications have testing requirements for data-containing equipment.

ISO 27001:2022

In addition to achieving the SOC 2 Type II audit, we proudly attained ISO/IEC 27001:2022 certification in 2024. This certification emphasizes the requirements for an information security management system (ISMS), bolstering the security of our ITAD and recycling services. This globally recognized standard helps protect sensitive data, manage risks, and ensure compliance with regulatory requirements. It demonstrates that ERI has met stringent criteria for establishing and maintaining information security for our clients, employees, and stakeholders.

ERI is the first ITAD and e-waste recycler in the industry to successfully obtain both the SOC 2 Type II and ISO 27001 audits and certifications with due diligence. We are committed to upholding the highest standards of cybersecurity for all our internal and external stakeholders.

SOC 2 Type II

ERI is the only ITAD and e-waste recycling company that complies with the System and Organization Controls (SOC) 2 audit, defined by the American Institute of Certified Public Accountants. This independent audit evaluates our data security related systems and controls.

Information Security (Cont.)

It reviews the effectiveness of our employee training, risk management, product discipline, and vendor selection processes, enabling us and our clients to identify any emerging risks. This certification is particularly critical for any businesses that handle customer data, such as cloud service providers, SaaS companies, and organizations in finance, healthcare, and technology.

During the SOC 2 assessment, auditors conduct fieldwork on randomly selected days to evaluate ERI's system controls and implementation, ensuring consistency and effectiveness in safeguarding customer data. Since 2022, ERI has consistently met all SOC 2 Type II requirements.

The audit process covers several aspects of ERI's operation:

- Company integrity and ethics control
- Communication and information control
- Risk assessment and mitigation
- Internal monitoring and audit
- Software and infrastructure access control
- System operations
- Change management

NAID AAA

The National Association for Information Destruction (NAID) certification is the highest level of certification for data and information destruction services. NAID members are audited annually, randomly and without announcement for plant-based operations in micro media, computer hard drive destruction and computer hard drive sanitization. The audits include sampling of wiped hard drives that are sent to an independent vendor to verify erasure. The certification ensures data is destroyed in accordance with all industry standards and all applicable laws and regulations.

Data Protection (Streamlining Asset Tracking and Management)

Asset tracking has traditionally been a time-consuming process in asset management, given the wide variety of labels from countless brands and product types. In 2024, we have upgraded our proprietary technology, SOAR 3 and CAPTURE, into more automated systems, representing a significant achievement for ERI and industry. Both technologies leverage artificial intelligence and machine learning to enhance operational efficiency.

Once client assets arrive at ERI's facility, they go through the SOAR system, the backend of CAPTURE, to ensure comprehensive tracking. SOAR employs our proprietary Optical Character Recognition (OCR) technology to identify text on product labels, allowing our staff to log each asset efficiently. Since implementing SOAR, we have achieved a 350 % improvement in efficiency and the system is able to recognize over 37,000+ different makes and models of electronic assets. This automated technology has greatly benefited ERI's Asset Management Department, with SOAR 3 now in use at multiple facilities.

One standout feature of ERI's services is our secure white-glove and on-site support for electronics. With the advanced technology we've developed, both our domestic and international on-site service teams can now utilize CAPTURE. This system generates QR codes for mobile devices used by our service team or partners, enabling them to scan products directly at customers' locations.

All scanned items are photographed and transported to ERI, with the information sent to our SOAR system for reconciliation and processing. This approach standardizes data, ensuring a consistent quality of information for our clients. More than 280 on-site projects have been conducted using CAPTURE.

With the groundbreaking capabilities of our proprietary CAPTURE and SOAR, ERI has implemented a standardized and secure chain of custody across its carriers, vendors, and facilities, ensuring that all customer AM ITAD assets received are photographed upon intake to maintain complete transparency and traceability.

On-Site Destruction Service & Capacity

To better assist our clients in securely destroying data-bearing equipment from offices and data centers, our on-site service team has developed a range of capabilities. We provide on-site inventory, removal of IT devices and hard drives, dismantling of large tape libraries, and transportation.

Additionally, we offer on-site shredding services for various data-containing products, including SIM cards, M.2 chips, CDs, tablets, and motherboards, processing them into sizes as small as 2mm or 20mm as requested.

- Witness Destruction
- On-site Destruction
- Data Wiping
- Asset Tracking
- Chain of Custody

We provide on-site services across the United States to a diverse array of clients, including telecommunications, energy, government, retail, financial, and legal institutions. Furthermore, we can perform on-site services internationally, with decommissioning and shredding capabilities extending to South America, Europe, Southeast Asia, and parts of Oceania.

EMPLOYEE HIGHLIGHT

Joyce Mount
Senior Technical Solution Architect

ERI is proud to be the only e-waste recycler and ITAD service provider in the world to hold both SOC 2 Type II and ISO 27001:2022 certifications. This remarkable achievement was made possible by the invaluable support of our Senior Technical Solution Architect, Joyce Mount. With over five years at ERI, Joyce has leveraged her experience and expertise to guide the team in implementing customized service programs and elevating ERI's cybersecurity and EHS protocols to the highest standards.

Joyce is an integral part of the ERI team, not only for her technical contributions but also for her ability to foster open communication, collaboration, and a culture of responsibility and accountability.

Reflecting on her journey at ERI, Joyce shared, "I take immense pride in witnessing progress and teamwork unfold as the ERI team embraces new processes, programs, and services. It's deeply fulfilling to know that my support positively impacts different areas of the business."

Her dedication and leadership continue to drive ERI forward, exemplifying the values that define our commitment to excellence.

Environmental Health and Safety (EH&S)

ERI is committed to fulfilling all compliance obligations, including laws, regulations, and the prevention of improper handling of hazardous e-waste and materials, adhering to international standards such as the e-Stewards Standard. We strive for continual improvement in environmental, quality, health, and safety (EQH&S) performance, ensuring our activities cause no avoidable harm to the environment and are safe for employees and stakeholders. We are dedicated to providing safe and healthy working conditions, protecting workers' rights, and maintaining a workplace free from discrimination and harmful pollutants.

We uphold accountability for hazardous e-waste throughout the recycling chain, from collection to final disposition, and manage end-of-life electronics with a focus on responsible practices such as reuse, refurbishing, and recycling. ERI is committed to preventing forced and child labor and prohibits harmful disposal practices. We foster a culture of environmental responsibility by training staff, consulting on EQH&S matters, and regularly reviewing and communicating our performance to internal and external stakeholders. See ERI's commitment here: https://eridirect.com/sustainability/eqhs-policy/

EH&S Trainings

All new on-site employees at ERI are required to complete several training programs, including assessments on Personal Protective Equipment (PPE), Plant Safety Policies, Hazard Communication, and Emergency Action Plans. Environmental Health and Safety (EH&S) supervisors track the progress of new hires using a comprehensive checklist with over 30 different training programs to ensure the highest level of protection for our employees.

In addition, annual refresher training sessions are held at all ERI facilities. Quarterly drills for Spill Response, Emergency Evacuation, and Fire Response are conducted to ensure that on-site employees are well-informed about procedures to minimize risks. EH&S staff must also complete advanced 30-hour courses offered by the Occupational Safety and Health Administration (OSHA), covering topics such as:

- General worksite safety
- Indentifying and avoiding common hazards
- Understanding workers' rights and employer responsibilities
- Specific safety regulations and practices

Monthly Safety Committee Meetings are held to assess compliance with EH&S standards across all ERI sites and to provide guidance and support to each location.

Stop the Bleed

Through our successful completion of the Stop the Bleed program, managed by the American College of Surgeons Committee on Trauma (ACS COT), we have strengthened our partnership with the Community Regional Medical Center (CRMC). This program empowers our staff to respond effectively to life-threatening bleeding emergencies by teaching essential techniques such as applying direct pressure to wounds, properly packing wounds to control bleeding, and using tourniquets in severe situations.

Our EH&S staff are equipped with practical skills that reduce response times, enhance workplace safety, and improve overall preparedness and self-sufficiency.

Protecting Our Staff (PPE/Air and Noise)

At ERI, providing a safe and healthy workplace is our top priority, especially in the e-waste industry, where the collection, sorting, and processing of materials can pose risks to both staff and the environment. To ensure air quality meets Occupational Safety and Health Administration (OSHA) standards, we have implemented the Donaldson Torit Air Filtration system in all of ERI's shredding facilities. We regularly replace filters and conduct inspections to safeguard the health of our employees. Additionally, our Respirator Program regularly tests and samples air quality at our facilities, ensuring comprehensive protection for our team.

In 2024, we introduced new floor sweeper equipment in our Fresno facility to reduce airborne dust. This equipment not only helps maintain a cleaner environment but also improves air quality, minimizing the risk of respiratory issues and fostering a safer, more comfortable workspace for our employees.

We also place a strong emphasis on hearing conservation across all ERI facilities. We closely monitor noise levels from our operations, including shredding systems, and conduct annual audits to assess sound levels at various workstations. Hearing protection is provided to all employees and visitors, with those working in sorting, dismantling, and machine operation required to wear it to ensure their health and safety.

Handling Hazardous Materials

Given the variety of electronics we process, effective management of hazardous materials is crucial to our operations. Many devices contain hazardous components that require careful handling both to protect our employees and to ensure their responsible recycling. At ERI, we have developed a Risk Assessment on Hazard Identification that outlines potential risks associated with material storage, material flammability, battery processing and storage, and freon, mercury, and tube oil waste.

This assessment allows us to mitigate risks through various management strategies that protect our employees and operations. Additionally, ERI's EH&S team assigns dedicated members and conducts annual training to ensure a swift response to any possible risk occurrences. Close monitoring and ongoing training are essential to ensure that all employees are fully aware of the risks and equipped to manage them effectively.

Managing Batteries and Battery-containing Devices

Batteries are prevalent in electronics, with rechargeable lithium-ion batteries amongst the most common. Improper sorting and management of these batteries can pose significant dangers. In addition to lithium-ion batteries, ERI also handles various other battery types, including lithium metal, alkaline, lead-acid, nickel-metal hydride, and even electric vehicle batteries. To ensure proper management of all battery types, we have established specific battery processing procedures and trained a specialized team working across all ERI facilities. This team is responsible for accurately sorting and packing batteries for further processing at ERI or by our downstream partners.

ERI employs battery sorting systems at our facilities in Plainfield, IN, Fresno, CA, and Holliston, MA. These conveyor systems are equipped with enclosures and advanced dust abatement technology. Upon receiving

EMPLOYEE HIGHLIGHT

David Revis
Director of Environmental, Health, Safety & Security

David's journey with ERI began 17 years ago, and he has been instrumental in leading our EH&S Department. Under his guidance, ERI has consistently maintained full compliance with the requirements of five different e-waste certifications, ensuring all employee training and policies are implemented flawlessly and with zero non-conformances across our facilities.

David's expertise in compliance and dedication to employee safety are unmatched, and he is always eager to share his knowledge with others. Among his many accomplishments is the successful launch of ERI's battery recycling box program, which has gained significant adoption from our clients. This innovative solution helps mitigate thermal incidents during transportation and collection processes.

Reflecting on his time at ERI, David shared, "I'm most proud of watching my teams grow and develop over the years, both personally and professionally. Seeing them take ownership of safety initiatives, confidently address challenges, and implement meaningful solutions is incredibly rewarding. Knowing that I've played a role in fostering their growth and creating an environment where they can thrive motivates me every day."

David's leadership, dedication, and passion for fostering a culture of safety and excellence continue to make a lasting impact on ERI and its mission.

Environmental Health and Safety (EHS) (Cont.)

drums of batteries from client locations, the batteries are packed with fire suppressant material before being transferred into an enclosure, where the system efficiently separates the material from the batteries. The dust abatement system effectively reduces dust generation during the unloading process, further improving environmental quality and ensuring the safety of our employees.

Fire Suppression

Thermal events remain a significant concern in the waste management industry, with nearly daily incidents reported in 2023 in the waste management industry. While this reflects a 4% decrease compared to 2022, the need for a robust fire suppression system remains critical to managing these risks effectively. In 2024, fire incidents in the waste and recycling sector have persisted and only grown.

This highlights the growing importance of proactive safety measures, particularly as the prevalence of lithium-ion batteries in waste streams continues to contribute to a rise in fire incidents. A recent study from the National Waste and Recycling Association found a 41% increase in catastrophic fire losses over the past five years, underscoring the need for vigilance and adaptive safety protocols.

To enhance safety, ERI has implemented comprehensive measures, including the creation of the Fire Extinguishers & Fire Prevention Job Aid and an Emergency Action Plan.

These initiatives are complemented by regular drills and on-site training sessions to equip our team with the practical skills needed to prevent and respond to thermal events.

Additionally, ERI's EH&S team reviews each potential incident and produces a monthly Thermal Reporting Report for all ERI facilities. This report summarizes potential events and includes recommended procedures for all ERI sites to review and learn from.

To enhance preparedness further, we are creating visual training materials to demonstrate the proper responses during fire drills. Our employees practice these procedures regularly to ensure they understand and can execute the response protocols effectively. In line with our commitment to safety, we are proud to highlight our facilities in Badin, NC, Sumner, WA, and Lincoln Park, NJ, where we have achieved impressive milestones of over 2,000 days of injury-free operations at both Badin and Sumner, and over 1,000 days at Lincoln Park.

These achievements reflect ERI's dedication to fostering a culture of safety and ensuring our facilities are well-prepared to handle the challenges posed by thermal events in the waste management industry.

ERI conducts regular fire safety training with the Fire Enforcer System to ensure preparedness and compliance.

ERI's Battery Fire Safety Training

Number of Work Stoppages:	Zero	Average Idle Time Per Day:	25 Minutes Per Truck
Total Case Incident Rate (TCIR)		**Days Away, Restricted, or Transferred (DART)**	
Average Across 11 Buildings:	4.01 TCIR	Average Across 12 Buildings:	5.79
Average Across 3 Buildings:	Zero TCIR	4 Facilities Recorded:	Zero DART
		Fatality Rate:	Zero
Number of Road Accidents & Incidents:	Zero	**Safety Measurement System BASIC Percentiles (Last 2 Years)**	
		Unsafe Driving:	2 Violations
		Hours-of-Service Compliance:	3 Violations
		Driver Fitness:	2 Violations
		Controlled Substances:	Zero Violations
		Vehicle Maintenance:	8 Violations
		Hazardous Materials Compliance:	Not Public

Supply Chain

As a truly circular organization, Supply Chain Management is essential to ERI, directly influencing various aspects of our operations and our commitments to society. In the e-waste industry, which involves material recycling, recovery processes, and complex domestic and international logistics, effective supply chain management is particularly crucial. It helps navigate environmental regulations, manage global supply chain dependencies, and mitigate risks. By optimizing our supply chain, we create a more stable, efficient, and sustainable foundation for the future.

Downstream Vendor Management

At ERI, we are deeply committed to advancing the principles of a circular economy. Achieving this requires collaborative efforts throughout the supply chain, involving both our domestic and international partners. To support the circular economy effectively, we meticulously track the movement of materials and commodities using ERI's proprietary system, Optech (see details in the "Transparency" section).

All of our partners who receive and process ERI's focused materials undergo thorough audits conducted by ERI's compliance team. These audits include both desk and in-person evaluations to ensure our partners meet ERI's strict standards regarding environmental health and safety, human rights, and compliance with environmental legislation.

Additionally, ERI has conducted regular surveys of our downstream partners to assess the recovery rates of materials processed by ERI. Our goal is to continually improve the quality of the commodities we produce and ensure they can be reintroduced into the production process for new products. This ongoing effort, in collaboration with our partners, helps identify opportunities for improvement and advances our shared vision for a sustainable, circular economy.

International Partners

ERI is committed to providing responsible IT asset disposition (ITAD) and recycling solutions to our global clients. We have built a robust network of over 40 international partners, delivering ITAD services to customers in more than 130 countries. Despite our global reach, we apply the same stringent ESG (Environmental, Social, and Governance) standards to our international partner network that we uphold in our own operations.

Before partnering with any entity operating outside of the United States, prospective partners undergo a rigorous pre-approval process and ongoing audits designed by ERI to ensure they meet our high standards for compliance, capabilities, and ITAD service quality. As a leader in the evolving ITAD field, ERI collaborates closely with our international partners to enhance their ESG awareness and performance, fostering continuous improvement in these critical areas.

Our international partners already demonstrate a variety of positive ESG attributes, reflecting our shared commitment to responsible practices and sustainable growth:

Environmental

- Recycling of used IT equipment with zero landfill disposal, ensuring materials are tracked to their final point of disposition.
- Safe handling of hazardous materials in IT equipment to prevent environmental contamination.
- Ongoing monitoring of environmental impacts across the supply chain, such as CO_2e emissions.

Social

- Promoting a circular economy by reusing refurbished IT equipment, supporting digital inclusion through the sale of quality-assured, affordable used technology.
- Ensuring safe working conditions across all facilities.
- Adopting diverse and equal opportunity employment practices, with a commitment to fair wages.

Governance

- Data sanitization and media destruction using security-approved tools to protect sensitive information.
- Demonstrating compliance with leading ITAD standards through independent certifications such as e-Stewards, R2v3, and various ISO standards.
- Conducting thorough due diligence on people, processes, and security systems to provide ERI customers with confidence in our operations.

ESG Audit

To enhance our monitoring of supply chain performance, we have integrated ESG-related questions into our vendor audit processes.

Our steadfast commitment to achieving Net Zero by 2050 drives ERI's efforts to address emissions across all scopes.

With approximately 80% of our emissions stemming from Scope 3—primarily from Outbound and Upstream Shipping, as well as Capital Goods— we have prioritized creating a more robust Vendor Audit system. This system is designed to evaluate our suppliers and service providers, enabling us to make more informed and sustainable partnership decisions. To advance this initiative, we are in the research and development phase of creating a proprietary scorecard to measure the sustainability performance of our vendors. Our goal is to encourage vendors to embrace a circular economy and demonstrate a strong commitment to environmental stewardship, social responsibility, and ethical governance, fostering a shared dedication to sustainability.

This year, we celebrate our 14-year partnership with Global Industrial Supply, a trusted provider of health and safety solutions for our facilities. Global Industrial Supply has consistently prioritized Environmental, Social, and Governance (ESG) principles, placing sustainability, diversity, and inclusion at the core of their business objectives.

Their CEO, Barry Litwin, has highlighted their CSR report as a testament to their commitment to responsible stewardship and mission-driven solutions that empower others to thrive. Notably, their sustainability targets align closely with ERI's goals, reinforcing our shared commitment to creating a positive impact on society and the environment. We are proud of our longstanding relationship and look forward to continuing to grow together as we drive meaningful change.

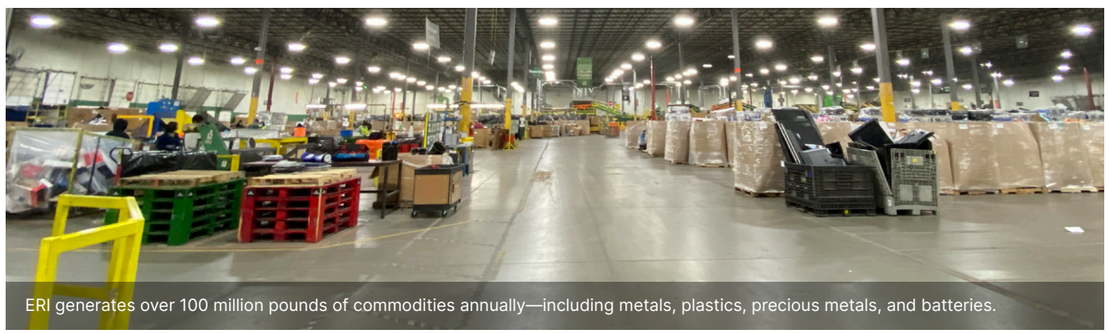
Risk Management and Resiliency Planning

In 2024, we started to review the potential impacts of climate change on ERI's business, including our operations, supply chains, and overall business resilience. As a leader in responsible recycling and sustainability, we recognize that climate-related risks, such as extreme weather events, regulatory shifts, and resource scarcity, can affect both our day-to-day activities and long-term growth.

By proactively identifying, assessing, and addressing these risks, we aim to enhance our ability to adapt, ensure business continuity, and contribute to the global effort to mitigate climate change. This assessment aligns with our commitment to environmental stewardship, supports our operational strategies, and strengthens our ability to maintain a sustainable, resilient future.

Natural disasters, including hurricanes, wildfires, floods, and extreme heat, present varying risks to our operations. In 2024, we began conducting climate-related risk assessments at each ERI facility. For instance, ERI Fresno in California has faced rising summer temperatures, leading us to adjust operational hours and implement building procedures like Heat Illness Prevention and Heat Stress Awareness to help protect our staff from heat-related risks. Similarly, extreme winter weather has impacted our Holliston facility in Massachusetts, creating challenges for employee commutes and logistics.

To proactively address risks, we have developed a comprehensive "Emergency Action Plan" and evaluated the necessary equipment and infrastructure to ensure facilities are prepared to respond effectively. This plan provides clear, actionable guidelines to prioritize safety, minimize disruptions, and maintain operational continuity in the face of potential challenges.



ERI generates over 100 million pounds of commodities annually—including metals, plastics, precious metals, and batteries.

ERI Team

For over two decades, ERI has expanded its footprint to include eight state-of-the-art facilities, three ancillary sites, and three corporate offices, supported by a global network of remote professionals. With a team of more than 800 dedicated individuals, we are united by a common vision: building a more sustainable future. Our success as an industry leader is rooted in our commitment to fostering an inclusive and safe workplace culture.

This environment has attracted loyal employees who passionately contribute to our mission. In coordination with our Chief of Staff Linda Ramos, our HR Department continually strives to enhance employee well-being through team-building events and ongoing wellness education, ensuring our workforce remains engaged and supported.

Internal Events

ERI has been committed to cultivating a safe and inclusive culture for all employees and we strive to maintain this environment for the ERI team. This commitment goes beyond maintaining the highest standards in the responsible handling of electronic equipment and devices; we also prioritize creating opportunities for connection, collaboration, and growth among our employees.

In 2024, ERI leadership actively encouraged team-building events and holiday celebrations across our facilities. These events provided a chance to celebrate milestones and holidays and allowed employees to engage, share experiences, and learn from each other. A special focus was placed on honoring employees who reached significant anniversaries with the company, celebrating their continued contributions to ERI's success. These moments of connection strengthen the sense of community and shared purpose that defines ERI.

Wellness

We are committed to fostering a safe, healthy workplace and providing comprehensive care for our employees. In addition to routine Environmental Health and Safety (EH&S) testing and audits, we offer access to telehealth services through Teladoc Health and in-person care at CVS Minute Clinics. Our Human Resources Department also distributes monthly newsletters covering heat exhaustion prevention, cancer awareness, stress management, and mental health support.

This year, we continued collaborating with the New York-based Danford Works clinic to promote employee wellbeing. This partnership includes monthly wellness newsletters that provide practical health education, such as tips for improving daily habits, nutrition guidance, and essential health monitoring.

Our support also extends beyond our employees' physical health. Employees have access to a comprehensive assistance program offering work-life solutions, financial resources, and confidential emotional support to help navigate personal and professional challenges. At ERI, our goal is to strengthen the resources available to employees, creating a supportive environment that prioritizes overall health and well-being.

Holiday celebration at ERI's Flower Mound, Texas facility in appreciation of our dedicated team.

Proud Member of ParetoHealth

Since 2021, ERI has been a proud member of the ParetoHealth Program, which provides top-tier captive employee benefits for small to medium-sized businesses. This year, ERI was honored to receive the Vilfredo Pareto Co-Member of the Year Award, recognizing the top 1% of members who exemplify excellence in employee benefits and cost-containment strategies. This prestigious award highlights our commitment to enhancing employee well-being while supporting the sustainable growth of the Pareto captive model.

Through our collaboration with ParetoHealth, ERI has implemented innovative cost management programs and enhanced employee benefit initiatives. These efforts include providing educational resources for employees and participating in medical and prescription cost maintenance strategies. Our dedication to fostering a supportive and healthy workplace has earned us recognition as "Pareto Champions" for two consecutive years.

In September 2024, Carol DeBellis, ERI's Senior Vice President of Human Resources and Chief of Staff Linda Ramos represented ERI at Pareto's annual conference, where they accepted the Vilfredo Pareto Co-Member of the Year Award.

Carol also participated in a panel discussion, "Captive Narratives – Diverse Journeys and Shared Successes," where she shared ERI's approach to educating employees on health conditions and promoting overall wellness. This engaging session reached an audience of over 1,400 participants, reinforcing our commitment to employee well-being.

At ERI, we remain steadfast in our mission to create a holistic and healthy work environment for all employees.

Carol DeBellis (middle), Senior Vice President of Human Resources, shares insights on the "Captive Narratives - Diverse Journeys and Shared Successes" panel, highlighting diverse journeys and shared successes.

ParetoHealth

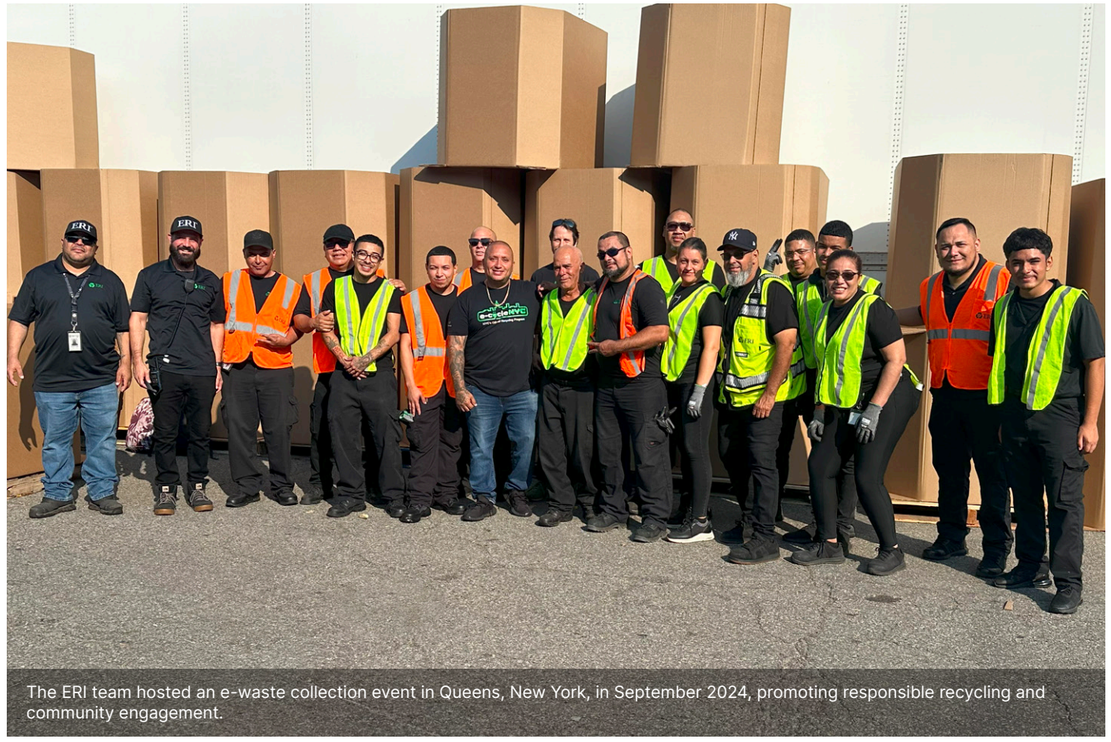
Since joining ParetoHealth in 2021, ERI has transformed their health benefits strategy. By partnering with ParetoHealth, they've replaced rising employee cost-sharing with lower deductibles and reduced copays, while introducing new benefits like telemedicine and an onsite clinic.

These achievements highlight their dedication to controlling costs and prioritizing employee well-being. Under the leadership of Linda Ramos, Chief of Staff, and Carol DeBellis, Senior Vice President of Human Resources, and with the expertise of their consultants Marc O'Neil and Lynn Bull from Winton-Ireland, Strom & Green, they've shown how a strategic, long-term approach can drive meaningful savings and improve employee satisfaction.

We're honored to support their success and shared vision for better healthcare.

Maeve O'Meara
CEO of ParetoHealth

Workforce Development



The ERI team hosted an e-waste collection event in Queens, New York, in September 2024, promoting responsible recycling and community engagement.

Over the past 23 years of ERI's growth, we have had the privilege of working with and hiring many talented individuals who have helped position ERI as an industry leader. We believe it is essential to continue cultivating an environment that supports the development of our employees and benefits the wider community. This approach is a vital part of our success and a proven, sustainable strategy for long-term growth.

Continued Education

Ongoing education and training are fundamental to ERI's success. These initiatives not only support the professional growth of our employees but also contribute to our long-term business achievements. We foster a culture of continuous learning, ensuring our workforce remains skilled, motivated, and adaptable to an ever-changing environment. Training programs are tailored to different roles and job functions. All employees working at our facilities must complete scheduled EH&S training (see "Managing Risk: EH&S." section for details).

Additionally, cybersecurity, workplace violence, and ethics hotline training are provided to all employees where relevant to their specific roles. Employees promoted to leadership positions are enrolled in the ERI Career Development and Training program to support their growth and strengthen their effectiveness in leadership.

In 2024, ERI proudly promoted 14 individuals across various locations into leadership positions in recognition of their exceptional performance. These newly appointed leaders participated in extensive training programs covering vital topics such as discrimination prevention, effective workplace communication, and performance coaching. This commitment to employee development reflects ERI's dedication to nurturing talent and fostering growth within the organization.

Supporting Local and Disadvantaged/ Underserved Communities

In the United States, approximately 14% of the population is classified as underserved, encompassing individuals from low-income backgrounds, rural areas, minority groups, and those with limited access to education, according to analyses from the U.S. Census Bureau and reports like those by the Initiative for a Competitive Inner City (ICIC).

At ERI, we are deeply committed to supporting these communities by collaborating with local organizations and agencies to offer training programs and job opportunities, empowering individuals and fostering economic growth.

Since its inception, ERI has partnered with numerous agencies to recruit talent from underserved and disadvantaged communities, including individuals overcoming challenges such as substance use recovery, homelessness, domestic violence, and refugee resettlement. While privacy regulations prevent us from officially tracking the full impact of these initiatives, we estimate that 10-20% of all new hires come from these communities.

One demographic that has particularly thrived at ERI is the refugee community in Indiana. Through a strong partnership with Assemblix, LLC, and its collaboration with organizations like Catholic Charities Indianapolis, Refugee and Immigrant Services, and Exodus Refugee Immigration, Inc., ERI has created meaningful opportunities for refugees to join our workforce.

These efforts have enabled refugees to build stable, fulfilling lives while contributing meaningfully to our operations. Among our hires from disadvantaged backgrounds, approximately 55-60% come from the refugee community, showcasing the success and importance of these partnerships.

- **76% of employees with diverse ethnic backgrounds**
- **5% increase in Supervisors with diverse ethnic backgrounds**
- **13%+ of employees stay with ERI for over 10 years**

EMPLOYEE HIGHLIGHT

Gabriel Lopez
Operations Manager, Fresno

In 2024, we were thrilled to promote Gabriel "Gabe" Lopez to Operations Manager of our Fresno facility. Gabe has been an invaluable member of the ERI team for nearly 17 years. Starting as a forklift operator in the Receiving Department at our Fresno, CA, facility, he has become a senior Production Manager, excelling in Fresno and during a special assignment in New Jersey.

Throughout his journey, Gabe has consistently demonstrated outstanding leadership, team-building skills, and a results-driven mindset, all of which have been instrumental to ERI's continued success.

In his new role, Gabe will oversee all Fresno processing operations, including End-of-Life (EOL), Repair & Refurbishment (R&R), Environmental Health & Safety (EH&S), Loss Prevention, Los Altos, and Asset Management/ITAD.

He will work closely with ERI's other leaders to align priorities and ensure seamless coordination within our asset management team. Gabe's proven leadership and unwavering dedication will undoubtedly drive ERI's mission and values to even greater heights.

Workforce Development (Cont.)

Continued Partnership with Opportunity Enterprises/VTEC

In 2024, we are proud to continue our partnership with Opportunity Enterprises and the Vocational Training and Empowerment Center (VTEC), two nonprofit organizations based in Valparaiso, IN. These organizations are dedicated to supporting individuals with disabilities, helping them achieve greater independence and integration into the community.

Supported by the State of Indiana, this partnership offers vocational training, social and skill-building programs, emergency training, and various community engagement activities. ERI plays a vital role by providing training opportunities and work experience for neurodiverse individuals at our largest facility in Plainfield, IN. Our training programs cover roles in areas such as collection, sorting, disassembly, and processing.

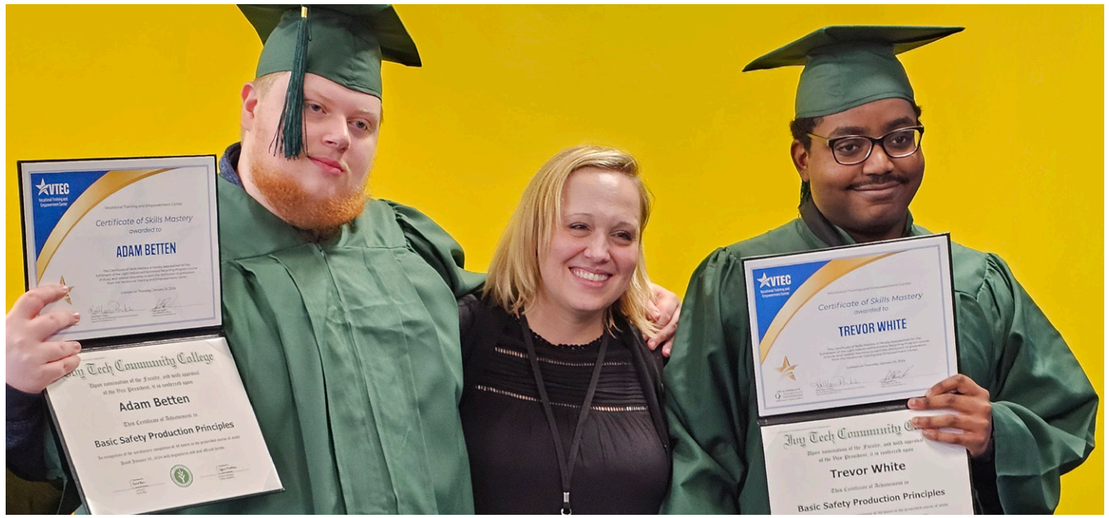
At the end of the weeks-long program, graduates receive certifications and are offered the opportunity to join ERI's workforce, with VTEC's ongoing support ensuring a smooth transition. This year, we are thrilled to have eight individuals complete the program and begin their journey as part of ERI's Indiana team.

Certifications include:

- Forklift Safety
- Cardiopulmonary Resuscitation (CPR)
- Automated External Defibrillator (AED)
- First Aid

The collaboration between ERI and Opportunity Enterprises/VTEC fosters economic independence and personal growth for individuals with disabilities. We are committed to continuing this partnership with local organizations to create sustainable employment opportunities and support long-term success.

ERI proudly supported and hosted the graduation ceremony for the Opportunity Enterprises and VTEC training program, empowering individuals with disabilities through workforce development.



Adam Betten and Trevor White earned their certificates in Basic Safety Production Principles through a joint program by VTEC and ERI. Sarah Rotas, Vocational Education Director at Opportunity Enterprises, presented the awards to the graduates.

EMPLOYEE HIGHLIGHT

Scot Haines
Production Manager

Scot Haines, a key member of our Indiana facility, has played a vital role in supporting our partnership with Opportunity Enterprises. Scot joined ERI in September 2021 as a Production Supervisor and was promoted to Production Manager in September 2023.

With over 30 years of experience in retail management, he brought a wealth of knowledge in improving efficiency, productivity, and employee training.

Under Scot's leadership, the team in Indiana has successfully identified opportunities for circularity, from the largest items to the smallest, contributing to the diversion of thousands of pounds of materials from landfills.

His dedication and passion make him a standout role model within ERI, inspiring his colleagues and fostering a culture of sustainability.

"We are changing lives by giving people the chance to grow, become independent, and find purpose. We are also promoting inclusion and acceptance, values that extend into the broader community."

Giving Back

Our commitment to protecting people, the planet, and privacy is deeply valued. This important work is only made possible by the incredible support we receive from the ERI team, ERI's client and partners, and our communities.

Donations

In August 2024, we donated sports equipment and school supplies to Creative Alternatives School (CAS), which supports K-12 students requiring specially designed education. Founded in 2014, CAS employs certified Special Education teachers who utilize a state-approved curriculum to help students make academic progress. We greatly appreciate the skilled educators who provide individualized instruction, counseling, field trip opportunities, and diverse learning experiences.

We are also proud to have supported Rainbow of Light, a non-profit organization founded by Ray Quenga, inspired by his adopted children. This organization offers guidance to the LGBTQ community for those interested in adoption and promotes arts and entertainment within the community.

Additionally, to support local law enforcement and enhance learning opportunities, we participated in a donation event hosted by the Fresno County Sheriff's Office. With over half of America's inmates and juvenile offenders facing reading difficulties, we believe that increasing access to reading can lead to reduced crime and a stronger workforce. ERI contributed books and monetary donations to the Sheriff's Office and will continue to support our local communities.

On the East Coast, our Indiana team has initiated a donation to the Plainfield Community School Corporation. Several staff members from our Indiana facility have gone through this school system, which spans preschool to high school. Our support is focused on helping families who cannot afford essential learning tools. We are grateful for the opportunity to engage with students interested in learning about ERI and to give back to the community. It is our honor to share what it means to be a responsible e-waste recycler while pursuing our common goals for a sustainable future. We look forward to participating in more donations and charitable events with schools and local organizations.

Our team in Flower Mound, Texas, proudly represented ERI by contributing food and general goods to The Salvation Army in Louisville, Texas. We are honored to be part of this community and to support a local nonprofit organization that provides essential services such as disaster relief, emergency financial assistance, and food pantry access to those in need.

Additionally, we are proud to continue our partnership with Best Buy, supporting their mission to expand technology access to communities. The Best Buy Charity Classic, also known as the Best Buy Foundation, empowers youth and underserved areas through initiatives such as Technology Grants, Youth Programs, and Community Engagement. These efforts play a vital role in fostering digital inclusion, promoting education, and empowering future generations through impactful collaborations and community support.

For over 15 years, we have been committed to supporting the Foundation in various ways, including dedicating time and resources to refurbish and sanitize devices through ERI's secure system. We believe that investing in today's youth is essential for cultivating the next generation of innovators and entrepreneurs.

Chief of Staff Linda Ramos (middle) represented ERI in donating children's toys and essential items to support Sheriff Zenoni's Reading Posse in Fresno County. Officer Sergio Moreno (left) and Officer Javier Rubalcava (right) were on hand to receive the donations.

From left to right: Shallony Wright, Annette Ivory (Forge Staffing Agency), Mark Barnes, Tim Hygh, Jeremi Thompson, Brian Voorhis, Don Winchester

Central Unified School District (CUSD), one of the largest and most dedicated school districts, has consistently led sustainable and generous initiatives for the community. ERI is proud to be part of this effort, contributing to the CUSD food drive with the support of 4th grade teacher Ms. Cindy LeBeau from Norman Liddell Elementary School.

Giving Back (Cont.)

Sustainability Benefit Program

We take pride in supporting our communities and assisting ERI's clients in fostering positive engagement through refurbished electronics and community-focused activities.

ERI's Sustainability Benefit Program offers clients nationwide a range of initiatives, including e-waste collection events, employee purchase programs, donation programs, and the provision of laptops and desktops with official software for eligible organizations.

Our collaborations with commercial clients and municipalities have resulted in recurring e-waste collection events for local residents.

Additionally, several global-leading electronics manufacturers have adopted ERI's systems to implement programs like the Warranty Return Program and the Global Recall Program, further extending our shared commitment to sustainability and resource conservation.

It's our mission to help communities and our clients to have accessible e-waste collection programs in place and foster a sustainable future for our society.

ERI's Sustainability Benefit Program*	
Service	**Description**
Collection Events	ERI will assist in planning, coordinating and arranging a small-scale employee collection event at a Customer's designated location. Assets collected will be transported to an ERI facility for further processing.
Employee Purchase Program	Customer receives access to an employee purchase portal to purchase previously selected and qualified finished goods assets.
Donation Program	Assets are cleaned, kitted with Customer provided accessories, boxed, and prepared for shipment to an identified non-profit organization.
Windows 11 Pro Citizenship COA	ERI-provided licenses for Windows 11 Pro Citizenship COAs can be installed in Laptops, PCs and Workstations for approved recipients.

* Please contact your ERI CRM for more details.

ERI proudly participates in the annual Toys for Tots drive to help bring joy to children in need during the holiday season.

ERI donated toys and school supplies to children supported by Creative Alternatives, a nonprofit organization serving communities in California's Central Valley.

Outreach and Education

With only 22% of e-waste being properly reused or recycled in the U.S., it is vital to continue educating and engaging the public about responsible e-waste management. This effort not only benefits society and the environment but also fosters long-term economic stability by promoting sustainable resource use and reducing reliance on raw material extraction.

As an industry leader, we take responsibility for providing educational opportunities and supporting our partners in raising awareness among public and private sectors about the importance of ethical e-waste processing. These initiatives aim to empower individuals to actively participate in a circular economy and advocate for policies that support a more sustainable and resilient future.

ERI-Powered Search Engine: RecycleNation

To advance the circular economy, we launched RecycleNation in 2007—a user-friendly tool that helps individuals locate drop-off sites for over 50 types of electronic waste items. With more than 100,000 searchable results, this free resource has become indispensable for those seeking recycling solutions.

Our mission with RecycleNation is to democratize, simplify and encourage the recycling process by providing a free, interactive, easy-to-use tool that empowers users to type in their zip codes and the items they want to recycle, so that nearby recycling opportunities can be discovered. It's rewarding to experience this kind of success for a labor of love that promotes across-the-board environmental sustainability and circular economy initiatives. RecycleNation is the ultimate system to bring recyclers and consumers together, and the numbers show that it's making a huge difference!

Our partnerships with Staples, Best Buy, Call2Recycle and TerraCycle have drawn an impressive average of 300,000 monthly visitors. In September 2024, we further expanded our efforts by teaming up with Helpsy, a certified B Corp specializing in clothing collection. This partnership perfectly complements ERI's mission to maximize material recovery and minimize landfill waste.

RecycleNation has emerged as a leading public resource for recycling information, offering not only location services but also educational content on sustainable living. Recognized by FeedSpot as one of the "Top 100 Recycling Blogs and Websites," RecycleNation ranks as the highest-rated consumer search tool for recycling-related queries.

Both RecycleNation and ERI have earned prominent spots on FeedSpot's prestigious "Top 90 Informative/ Educational Recycling Blogs and Websites" list. FeedSpot evaluates blogs and websites based on traffic, social media influence, and content freshness. On the list, RecycleNation is ranked #2, while ERI proudly secures the #11 position, further showcasing our commitment to sustainability and education.

You can check out the full ranking here: https://blog.feedspot.com/recycling_blogs/

Staples Partnership Expansion

ERI has been a partner in promoting material circularity for various nationwide retailers. In 2012, we launched an electronics recycling program with Staples, a leading office supply retailer, and have successfully recycled over 188 million pounds of electronics. The program began with in-store drop-off and mail-in recycling services.

In April 2024, we expanded our partnership with Staples and Call2Recycle to introduce a battery recycling program across all Staples locations nationwide. This program enables customers to easily drop off single-use and rechargeable batteries for free at nearly 1,000 Staples stores, and all received alkaline batteries are processed in-house. This initiative underscores Staples' commitment to sustainability in collaboration with ERI, making every day a recycling day.

Additionally, we launched a Tech Trade-In Program (https://staplestechtradein.reuse.com) in October 2024. Consumers who bring eligible items with a pre-determined quote receive a Staples gift card via email on the same day. Products collected in-store are then properly packed and processed for responsible refurbishment at ERI. This program encourages consumers to clear out unused electronics while maximizing their savings on new purchases, reinforcing our strategies for a circular economy.

We welcome collaboration with like-minded partners to deliver public benefits while ensuring business sustainability.

Compliance Standards

In 2024, ERI achieved the number one ranking in Compliance Standards LLC's annual ITAD Marketing Leadership Tracker (https://compliancestandards.com), which demonstrates which ITAD companies have the most effective communications efforts and are visited online by the most people and businesses.

Compliance Standards' report analyzes web traffic covering the top ITAD 18 firms, looking at general trends across the industry, and ERI came out on top. Compliance Standards is the only advisory firm solely dedicated to the IT Asset Disposition sector. Services range from primary and secondary research and understanding buyer and user behavior in the ITAD space, to assessing competition and market conditions.

Impact Podcast with John Shegerian

We are dedicated to educating a wide audience on sustainability and the latest industry trends. Our President and CEO, John Shegerian, actively engages with industry leaders and entrepreneurs eager to share their insights and experiences. The Impact Podcast delves into topics such as sustainability, social entrepreneurship, governance, supply chain management, and innovation, featuring a diverse range of guests from various industries worldwide.

Each episode offers thought-provoking discussions on pressing global challenges and explores how businesses can drive positive change. In 2024, we aim to feature three distinguished guests who represent different focus areas: supply chain, regulatory frameworks, and social impact.

Guests last year included impact and sustainability leaders from Cisco, Corning, Alaska Airlines, Accenture, Wendy's, UPS, Mastercard, Fresh Del Monte, Bimbo Bakeries USA, Instacart, Cox Enterprises, Amtrak, Proctor & Gamble, Delta Airlines, Keurig Dr Pepper, Intel, LinkedIn, EY, Amway, PetSmart, Ally Financial, Danone, Micron, Colliers, Electrolux, The Clorox Company, Staples, 3M, Dole, Toyota, Hyatt, American Airlines, JLL, KPMG, Hello Fresh, eBay, John Deere, Molson Coors, Qualcomm, Whole Foods, Albertsons, and hundreds more.

Tobi Young, Senior Vice President of Regulatory, Sustainability, and Corporate Affairs at Cognizant, has showcased her commitment to sustainability by emphasizing the company's focus on the "S" (Social) aspect of ESG. Her work highlights efforts to reinvest in communities, support workforce development, and ensure that technological advancements benefit a broad spectrum of society.

Nikki Clifton, President of The UPS Foundation, has concentrated on humanitarian relief, economic empowerment, local community engagement, and environmental protection. With its extensive global reach, UPS has made significant strides in anti-human trafficking training, showcasing its commitment to creating a safer and more equitable world.

Whitney Kakos, Director of Supply Chain Sustainability at Keurig Dr Pepper, has highlighted the importance of balancing risk management with long-term impact initiatives across diverse supply chains. Her dedication to sustainability focuses on enhancing supply chain practices while supporting local communities. Similarly, at ERI, we prioritize collaboration with local partners to promote effective e-waste collection.

At ERI, we share common goals with forward-thinking companies to improve society and the environment. Like Cognizant, we are committed to supporting workforce development and reinvesting in communities. Aligning with The UPS Foundation, we actively contribute to creating a safer and more sustainable world through responsible practices. Inspired by Keurig Dr Pepper, we emphasize sustainable supply chain initiatives and work to foster positive change in local communities. Together, we aim to drive meaningful progress that benefits both people and the planet.

Outreach and Education (Cont.)

ERI collection event in Dane County, Wisconsin.

ERI in the Smithsonian

ERI's impactful work and technology are featured as part of a high-profile exhibit at the Smithsonian's National Museum of Natural History.

The museum last year opened this new exhibit, "Cellphone: Unseen Connections," which features material and photographs from ReMA member companies including ERI. The exhibit focuses on the technological, environmental and cultural impacts of cellphones. Part of the exhibit highlights the impact the recycled materials industry has on the cellphone supply chain. The raw materials needed to produce a phone — including gold, cobalt, lithium, and other heavy metals — require energy-intensive mining, and their extraction often causes significant environmental pollution. Recycled materials provide an alternative source of high-quality renewable materials for cellphones while also reducing waste and carbon emissions.

The exhibit is expected to run through January 2027. You can read about it here: https://naturalhistory.si.edu/exhibits/cellphone-unseen-connections

Community Education Enhancements

ERI cannot properly recycle electronics, without the efforts of our customers and partners in preparing their materials for recycling and reuse. These include everyday consumers, cities, towns, counties, retailers, non-profits, businesses, and more. ERI has always worked with our partners to help them prepare their materials in the safest and most efficient manner possible.

In 2024, ERI was awarded funding to expand on these programs and develop a system to support electronics and battery recycling programs. This funding—supported by OEMs, national labs, and other partners—will boost end-of-life product collection and resource recovery.

The initiative, running through 2025–2026, aims to raise awareness of the circular economy and strengthen domestic supply chains for critical materials. With strong stakeholder support, this marks a key step in our journey toward a more sustainable future.

Accessible Public Events and Recycling Collection Services

Organizing e-waste collection events is a highly effective strategy for encouraging public participation in recycling electronic waste. ERI works closely with municipalities, NGOs, and OEMs to create accessible events that not only streamline the recycling process but also educate communities about the importance of addressing e-waste challenges. Below are some key events that exemplify these efforts:

In March 2024, ERI collaborated with Los Angeles Sanitation to host a collection event at a community

The ERI team successfully hosted a collection event in Allen County, Indiana in May 2024.


ERI events in New York City are rain or shine.

Outreach and Education (Cont.)

gathering organized by Mothers In Action (MIA), alongside other community partners and sponsors. This event attracted over 1,000 residents who responsibly recycled their electronics, exemplifying the success of ERI's longstanding partnership with Los Angeles Sanitation.

In 2024, ERI partnered with Dane County, Wisconsin, and Sony Electronics to host two impactful e-waste collection events in Madison. The first, in August, successfully gathered over 47,492 pounds of e-waste, including televisions, computers, and mobile devices, all of which were responsibly recycled at ERI facilities. Later in October, ERI teamed up with Sony to offer another free e-waste collection at the Alliant Energy Center. This event provided local residents with a convenient and environmentally responsible way to dispose of unwanted electronics.

The collaboration between ERI and Sony was especially meaningful for consumers. By joining forces, the two organizations offered a unique opportunity for the community to engage in sustainable recycling practices. This partnership not only helped reduce e-waste but also empowered individuals to take an active role in protecting the environment. Both events underscored the importance of responsible recycling and showcased how collaborations like this one can make a positive impact on the planet.

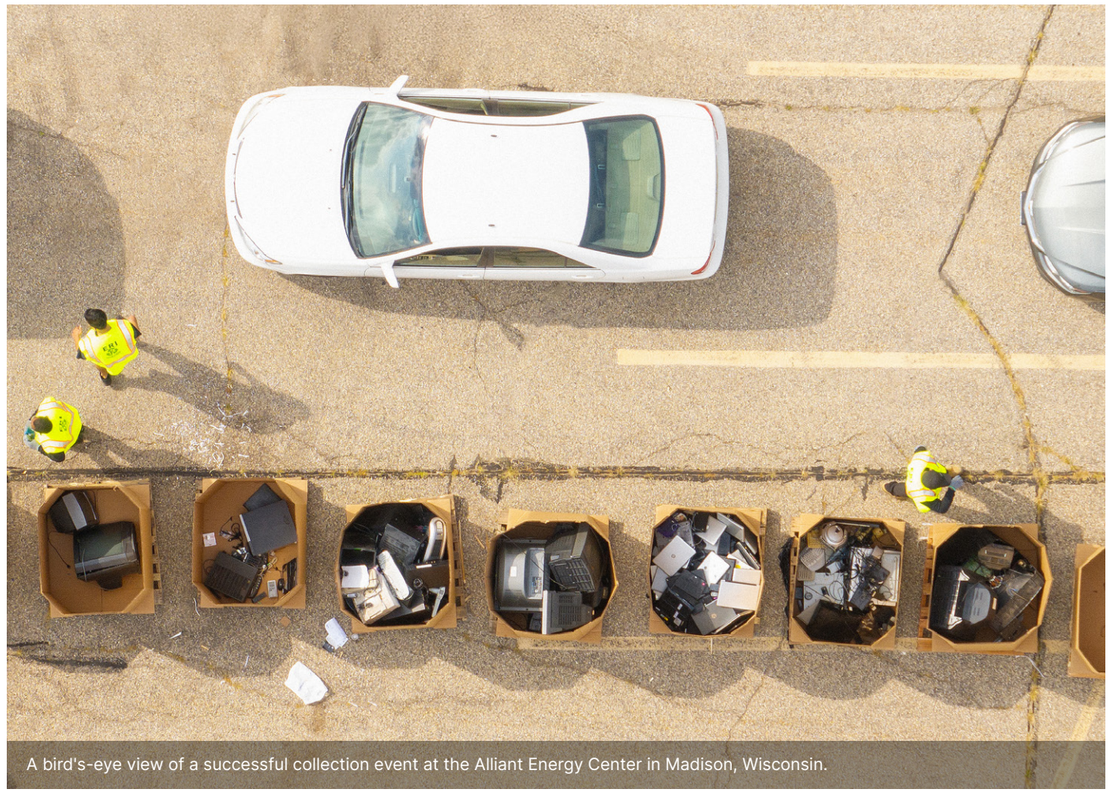
ERI also continues to support the New York City Department of Sanitation's SAFE (Solvents, Automotive, Flammables, and Electronics) events, providing residents with regular opportunities to recycle electronics responsibly. At a recent event in Queens, ERI served over 4,100 attendees and collected more than six trailers of e-waste.

Additionally, we collaborated with the Indiana Department of Environmental Management (IDEM) to host a free electronics recycling event in Starke County, Indiana. Held in October 2024 at Knox Community Schools, the event provided local residents with a safe and convenient way to dispose of unwanted electronics, including televisions, computers, and mobile devices. This initiative supported Indiana's circular recycling economy, preventing electronic waste from entering landfills.

We continued to support annual e-waste collection events in South Windsor, Connecticut; Sheridan and Edgewater, Colorado; and Knox County, Indiana, extending our reach to underserved communities. A notable collaboration with Opportunity Enterprises in Allen County, Indiana, combined vocational training with community service, helping over 670 households recycle electronics and filling four 53-foot trailers with e-waste.

Through these efforts, ERI continues to empower communities to take part in sustainable recycling practices and reduce their environmental impact.

These various events are just one example of ERI's track record of moving beyond commitments to action, driving the growth of responsible e-waste recycling in communities through our collaborations with diverse partners. Our Chief of Staff, Linda Ramos, has actively engaged with local organizations to organize several such charitable collection events. These initiatives not only provide a safe avenue for electronic disposal but also promote awareness and education about recycling, helping to drive the circular economy and build a more sustainable future.



A bird's-eye view of a successful collection event at the Alliant Energy Center in Madison, Wisconsin.

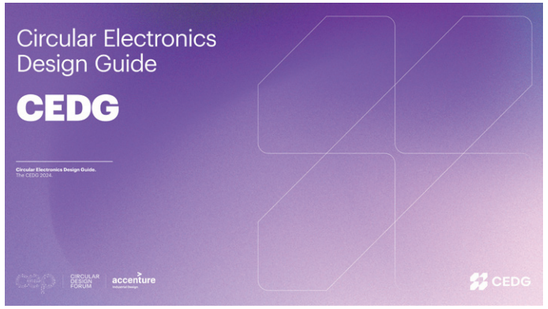
In September 2024, ERI organized an e-waste collection event in Queens, New York, to support sustainable recycling efforts and serve the local community.

Engagements

As a key participant in the material circularity supply chain, we recognize the importance of collaboration with diverse organizations to advance a circular economy. Our involvement spans several critical aspects of e-waste processing, including electronics reuse and recycling, logistics, cybersecurity, local market development, commodity management, education, and ESG (Environmental, Social, and Governance) initiatives.

By actively engaging with industry organizations and their members, we remain informed on emerging trends and continue to identify and explore partnership opportunities that align with our goals.

Circular Electronics Partnership



At ERI, we are honored to be a part of the Circular Electronics Partnership (CEP)—a global initiative co-founded by organizations like the World Economic Forum (WEF) and the United Nations Environment Programme (UNEP).

Since 2022, we have worked alongside esteemed industry leaders, NGOs, and academics to advance sustainability in the electronics sector, focusing on reducing waste, enhancing resource efficiency, and fostering innovative product design.

In October 2024, CEP unveiled the Circular Electronics Design Guide (CEDG), a comprehensive resource developed with insights from over 60 experts across 25 organizations.

With contributions from more than 60 experts and 25 organizations, including ERI's Chief Sustainability Officer David Hirschler and Vice President of Circular Solutions Anthony Borges, the document focuses on actionable strategies for repair, refurbishment, and recycling. Packed with practical tools, it empowers and equips practitioners to prioritize and scale circular initiatives to accelerate their company's transition to the circular economy.

While developing the document, ERI partnered with a broad array of organizations and enterprises, including Accenture, Bang & Olufsen, Danfoss, Ellen MacArthur Foundation, ERI, Fairphone, Fraunhofer IZM, Global Electronics Council, Globant, HMD, HP, iFixit, Logitech, Microsoft, Partners For Innovation, Pezy, Philips, Royal College of Art, Schneider Electric, Signify, Studio Elk, Synapse, TU Delft, and Versuni.

This guide is one of most comprehensive resources on circular design developed by practitioners for practitioners. It is the result of an extensive crosscompany effort, and we are proud to have been asked to play such a key role in its development. ERI is proud to have contributed to this effort, sharing our expertise in:

- **Design for Recycling:** Offering strategies for manufacturers to incorporate recyclability into product design, ensuring easier disassembly and material recovery.
- **Data Security Protocols:** Providing best practices for safe and responsible data sanitization, particularly for B2B electronics with sensitive information.
- **Lifecycle Assessment Tools:** Helping to develop practical tools for measuring environmental impact and improving circularity in electronic products.
- **E-Waste Regulatory Landscape in the U.S.:** Sharing insights into the complexities of e-waste regulations, compliance requirements, and how companies can navigate policies to enhance responsible recycling practices.
- **E-Waste Collection and Processing:** Providing an in-depth look at ERI's processes, including collection, sorting, reuse testing, refurbishment, and our complete recycling operations across our facilities.
- **Case Studies:** Contributing real-world examples of successful B2B asset management, showcasing efficient refurbishment, responsible material recovery, and secure disposal solutions.
- **On-Site Services:** Highlighting the importance of secure on-site destruction solutions, such as hard drive shredding and witnessed disposal, ensuring both security and sustainability.

ERI is grateful for the opportunity to collaborate with so many industry leaders on this important initiative, and we remain committed to supporting the transition to a more sustainable electronics industry.

For organizations looking to integrate circular design and responsible recycling practices, we encourage you to explore the Circular Electronics Design Guide and join us in building a more sustainable future.

Download the CEDG here: https://cep2030.org/resources/circular-electronics-design-guide/

Sharing Best Practices

Reuse

At ERI, we are committed to staying at the forefront of technology and providing the highest level of service to our clients. Our mission to protect human health, the planet, and privacy has only grown stronger as technology continues to evolve. We take responsibility in sharing our expertise to help our crucial industry to grow. Especially for any business handling IT electronics, implementing responsible ITAD practices is essential for both operational efficiency and environmental responsibility.

Our CEO and President, John Shegerian, was recently invited to speak at the ITAD Summit, where he was interviewed by Darrell Kendall for the "ITAD Icons" interview series. You can watch the interview here: https://eridirect.com/news/2024/08/eris-john-shegerian-featured-as-an-itad-icons-interview/. John shared valuable insights on the latest trends in the ITAD space, and we are proud to be an active participant in shaping the future of IT asset management.

Circular Economy

As the demand for critical materials and minerals grows, their role in securing resilient supply chains and enabling the scalability of green technologies is more vital than ever. Diversifying sources, enhancing recycling, and advancing alternative technologies are key strategies to mitigate supply chain risks, protect the environment, and support the transition to clean energy.

Engagements (Cont.)

John Shegerian also provided the opening address to all the attendees at the Consulate General of India's circularity event in New York City last year. The event, titled "Green Growth Series: Innovating for a Sustainable Future: Fostering Innovation and Public-Private Sector Enterprise Investments to Achieve Net Zero" brought together dignitaries, policymakers and investors from India and the US.

The Indian government and the forward-looking team behind the Green Growth Series hosted this event, aimed at fostering innovation and public-private collaboration to combat climate change and achieve NetZero. Promoting sustainable living took center stage, with nations worldwide prioritizing the commitment to fighting climate change.

In 2024, ERI's leadership actively contributed to global discussions on advancing a circular economy. John Shegerian moderated a roundtable at the Battery and Critical Metals Recycling Conference, joined by industry leaders including Brian Coupland of Staples, Lauren Bruning of Energizer, Leo Raudys of Call2Recycle, and Kevin Dillon of ERI. The panel explored innovative collaborations to recycle and reuse materials critical to clean energy technologies, driving both economic and climate goals.

David Hirschler, ERI's Chief Sustainability Officer, played a prominent role in several high-profile events, showcasing ERI's commitment to sustainability and innovation. During New York City Climate Week, he participated in the Circular Critical Materials Accelerator Alliance workshop, hosted by the World Business Council for Sustainable Development, where discussions focused on securing critical materials through a circular economy approach. At the e-Scrap Conference, he highlighted the importance of transparency in electronics recycling, exploring how digital product passports, blockchain, and IoT can revolutionize industry practices.

ERI's leadership was further exemplified by John Shegerian, who was recognized for the fourth consecutive year on Recycling International's prestigious global "Top 100 Recycling Stars in the World Today" list. Recycling International, headquartered in the Netherlands, is a leading publication that tracks the latest recycling news and trends. The annual Top 100 list celebrates the most inspiring and innovative figures in the global recycling sector, from industry veterans and entrepreneurs to rising talents and trendsetters. This recognition underscores ERI's influence and impact in the field of sustainable recycling.
For the full 2024 Recycling International Top 100 list, visit: https://recyclinginternational.com/gallery/top-100-of-2022-heres-the-full-list/49938

ERI also took center stage at key Trellis-hosted conferences, including GreenBiz, Circularity, and VERGE. At GreenBiz, John Shegerian joined leaders from Diageo and Closed Loop Partners to discuss "How Circular Strategies Can Achieve ESG Goals." At

David Revis (Director of Environmental, Health, Safety & Security), John Shegerian (Chairman/CEO) and Kelly Kaitangian (Compliance Specialist) at the AHMP Conference.

VERGE, he participated in a panel titled "Disruptive Perspectives and Pathways," addressing innovative solutions to sustainability challenges. Meanwhile, at the Circularity Conference, David Hirschler shared ERI's expertise in ITAD, refurbishment, and electronics recycling during a panel hosted by the Circular Electronics Partnership (CEP). These engagements highlight ERI's dedication to driving sustainability and advancing circular economy strategies across the industry.

Continuing to drive innovation, Michael Crean, ERI's Director of Strategic Partnerships, introduced the company's advanced alkaline battery processing technology at the Association of New Jersey Recyclers (ANJR) Fall Symposium, reinforcing ERI's commitment to responsible recycling practices.

ERI continues to lead the charge in building a circular economy by driving collaboration, innovation, and actionable change to pave the way for a sustainable future in electronics.

This year, John Shegerian was honored at City & State's Corporate Social Responsibility Awards. The event recognized a select group of past "Responsible 100" award recipients with a secondary award for their continued commitment to social responsibility. This special occasion celebrates New York's socially responsible leaders who are making a lasting impact. Each year, City & State highlights 100 individuals from diverse sectors—including business, government, nonprofits, and advocacy—who blend idealism with practical dedication to address New York's most pressing challenges and create meaningful change.

You can review the entire list of 100 honorees here: https://www.cityandstateny.com/power-lists/2024/11/responsible-100-alumni/401151/#john-shegerian

Environmental Health and Safety

At ERI, workplace safety is our top priority. Our Environmental Health and Safety (EHS) team works closely with our Compliance team to ensure that all safety requirements are met, creating a reliable and safe environment for our employees. In addition to adhering to the standards set by our ISO certifications, we actively participate in external EH&S conferences to stay up-to-date with industry trends, best practices, and emerging challenges.

One key event we attend each year is the Alliance of Hazardous Materials Professionals (AHMP) Conference. This annual gathering brings together professionals in hazardous materials management, environmental health and safety (EH&S), and regulatory compliance. The conference provides a valuable platform for individuals in industries that handle, store, transport, or dispose of hazardous materials to exchange knowledge, explore new technologies, and stay informed about the latest regulations and strategies for managing hazardous substances safely and compliantly.

Another important event for our EH&S team is the Dangerous Goods Symposium, hosted annually by Labelmaster. This symposium is a crucial gathering for experts focused on the safe transport, handling, and regulatory compliance of dangerous goods. Our Director of Environmental, Health, Safety & Security, David Revis, represents ERI at this event each year, participating in discussions with experts from logistics, transportation, government agencies, and regulatory bodies. The symposium provides insights into current challenges and best practices, as well as updates on international regulations related to the transport and handling of dangerous goods.

Through these events and ongoing learning, ERI continues to enhance our EHS practices, ensuring that we not only meet regulatory requirements but also maintain the highest safety standards in our workplace.

Talent Development Program

The Recycled Materials Association (ReMA), formerly known as the Institute of Scrap Recycling Industries (ISRI), has long been a central platform for stakeholders in the recycling and scrap materials sectors. It brings together recyclers, suppliers, government representatives, and industry experts to exchange insights on emerging trends, technological advancements, and sector challenges. At the ReMA 2024 conference, Carol DeBellis, ERI's Senior Vice President of Human Resources, was invited to participate in a panel discussion titled "Fishing in Other Ponds: Creative Workforce Solutions." This session focused on how businesses can expand beyond traditional talent pools and explore creative strategies for finding, developing, and retaining workers. Carol shared valuable insights on how to foster long-term workforce stability by thinking outside the box when it comes to recruiting and talent development.

Carol was honored to speak at the International Secure Information Governance & Management Association™

Engagements (Cont.)

(i-SIGMA®) conference, where she joined a panel discussion titled “The Business Case for Diversity: Economic Benefits of a Workforce with Diverse Abilities.” During the session, Carol shared insights from her work with organizations like Opportunity Enterprises, emphasizing the importance of recruiting and supporting individuals with diverse abilities. She highlighted how embracing a workforce with varied skills and backgrounds brings immense value to organizations, fostering sustainability and ensuring long-term success.

Through participation in industry-leading events like this, ERI continues to set an example in workforce development by championing diversity and innovation as core drivers of business success and sustainability.

SustainableIT Award

In another significant achievement, ERI was recognized at the annual Impact Awards hosted by SustainableIT, a think tank comprising technology and sustainability experts from some of the world’s leading brands. This prestigious event celebrates exceptional contributions to sustainability in the areas of environmental, societal, and governance efforts. ERI was proud to receive the Governance Award for its proprietary Optech CAPTURE technology. Co-Founder Kevin Dillon accepted the award and delivered a speech highlighting ERI’s mission and sustainability initiatives.

Our friends and colleagues at Nordstrom were also honored at the event for utilizing ERI's Optech CAPTURE to optimize their responsible electronic recycling efforts. The Governance Award recognizes organizations that integrate sustainability into their decision-making processes, with a focus on leadership, training, data privacy, and delivering measurable business value.

Transparency in tracking materials is a huge part of the sustainability equation, and we are proud to be able to provide innovative tools like our Optech CAPTURE system to help forward-thinking organizations such as Nordstrom establish fully transparent, complete chain of custody tracking throughout the ITAD and recycling process.

More details can be found here: https://www.morningstar.com/news/business-wire/20241030812832/eri-receives-impact-award-from-sustainableit-for-excellence-in-sustainability

ERI was proudly represented by CMO/CSO Kevin Dillon (2nd from left), Vice President of the Retail Division Angie Ransom (4th), and Global Account Executive Aaron Scheller (5th) in receiving the SustainableIT Impact Award.

ERI hosted a facility tour for the National Renewable Energy Laboratory (NREL) as part of our ongoing collaboration toward advancing a circular economy.

ERI's Chief Sustainability Officer, David Hirschler, speaking at the 2024 eSummit conference in Austin, Texas, on "Developing Infrastructure to Realize a Circular Economy for Electronics".

ERI Sustainability Analyst Chi Yun Liu attended the 2024 Circularity Conference in Chicago, where she shared ERI's responsible solutions for e-waste management.

UN Sustainable Development Goals (SDGs)

Good Health and Wellbeing
3.8 - Universal Health Coverage
3.9 - Environmental Health

By driving the responsible recycling of millions of pounds of e-waste a year, ERI is helping to minimize environmental damage caused by the hazardous chemicals contained in e-waste. Beyond this, at the internal level ERI is dedicated to fostering a culture of holistic wellness.

To ensure a safe and healthy work environment for all our employees, we have implemented several initiatives offering services such as vaccine drives, comprehensive medical assessments, wellness activities for both physical and mental health, and a monthly Wellness Newsletter sharing valuable health resources.

Industry, Innovation, and Infrastructure
9.1 – Sustainable, Resilient, and Inclusive Infrastructure
9.2 - Inclusive and Sustainable Industrialization
9.5 - Research and Industrial Technology

At the heart of our mission is developing innovative, responsible solutions to enhance efficiency, safety, and productivity in e-waste recycling operations. Our technology-driven systems and substantial research & development investments have collectively led ERI to emerge as leaders of material circularity and sustainability within the e-waste industry.

Sustainable Cities and Communities
11.6 - Reduce the Environmental Impact of Cities
11.9 - Implement Policies for Inclusion, Resource Efficiency, and Disaster Risk Reduction

ERI is at the forefront of advancing e-waste collection efforts in both major cities and underserved rural areas to ensure equitable access to responsible recycling services, fostering more resilient and inclusive cities in our own small way. In addition to its ongoing partnerships with hundreds of thousands of collection sites, in 2024 alone ERI hosted over 173 collection events across the country.

Responsible Consumption and Production
12.2 - Sustainable Management and Use of Natural Resources
12.4 - Responsible Management of Chemicals and Waste
12.5 - Substantially Reduce Waste Generation
12.6 - Encourage Companies to Adopt Sustainable Practices and Reporting

Our core business is improving the responsible management of e-waste, based on the principles of a circular economy and adherence to strict recycling standards. We enable the refurbishment and reuse of electronics when possible, or the recycling of their many parts when not. Within our operations we further drive the reduction of waste via a robust reuse system for packaging materials. Beyond this, we also strongly encourage our partners and clients to transparently report their own ESG impacts.

Climate Action
13.1 - Strengthen Resilience and Adaptive Capacity to Climate Related Disasters
13.3 - Build Knowledge and Capacity to Meet Climate Change

In 2023, ERI became the world's first carbon-neutral electronics recycling and IT asset disposition (ITAD) company, demonstrating our proactive commitment to reducing our carbon footprint. Despite this, we know there is still much work to be done and have developed an ambitious plan for Net Zero by 2030 to continue reducing direct and indirect emissions across our value chain. In addition to our emissions reductions efforts, ERI is actively working to manage our climate risk with thorough mapping and planning.

Partnerships for the Goals
17.H - Encourage Effective Partnerships

As the leading electronics recycler in the United States, ERI's success is not only rooted in its innovative recycling practices but also in its deep reliance on and openness to strategic collaborations. We recognize that achieving a sustainable future requires strong relationships and continuous innovation.

Our extensive national network enables us to offer scalable, accessible recycling solutions, ranging from localized community programs to large-scale statewide initiatives, all of which helps us drive the transition to a circular economy. Our collaborative approach underscores our belief that only through joint action can we meet the challenges of e-waste, foster environmental stewardship, and build a more sustainable and resilient future for generations to come.

SUSTAINABLE DEVELOPMENT GOALS

Please refer to the below page numbers for detailed insights on how ERI has integrated the United Nations Sustainable Development Goals.

1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION
N/A	Pages 50-51	Pages 38-41, 42-45	Pages 18-19, 46-49, 54-57	Pages 42-45	N/A

7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Pages 26-29	Pages 16-17, 20-21, 38-39, 44-49, 54-57	Pages 14-21, 26-29, 34-37	Pages 34-37, 42-43, 46-51, 54-57	Pages 16-17, 50-51	Pages 14-21, 26-29, 38-39

13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Pages 22-29, 40-41	N/A	Pages 16-17	Pages 14-15, 34-37, 42-43	Pages 18-19, 46-49, 54-61

Conclusion/Remarks

2024 was a pivotal year for ERI as we made significant strides in both sustainability and innovation. We introduced groundbreaking technologies such as BatCycle and launched the third generation of our SOAR system, integrating them into our production line to further enhance our operations. Alongside these innovations, we strengthened our data security infrastructure, reinforcing ERI's position as the world's leading e-waste circular economy company. While we take pride in the progress we've made, we recognize the work ahead. Given the finite nature of global resources, we are committed to expanding our role in the circular economy and advancing the recovery of critical minerals.

As part of our continued commitment to sustainability and responsible impact materiality, we've integrated electric skid steers to reduce emissions and improve the work environment, contributed to a globally recognized Circular Design Guide to promote sustainable design practices, and forged a new partnership for plastics that enhances our material recovery capacity.

In response to growing environmental and societal pressures, ERI is ready to support our customers and meet the increasing demand for responsible, sustainable practices.

This report highlights our achievements and outlines key opportunities for 2024 and beyond, including:

- Ongoing technological innovation to improve transparency, service delivery, and sustainability efforts.
- Expanding our capabilities to recycle and recover critical minerals, which are essential for stabilizing global supply chains.
- Strengthening collaborations with customers and partners to streamline logistics and enhance operational efficiency.
- Promoting internal growth, diversity, and empowering employees to drive innovation within ERI and the industry.

As the largest brand in our sector, ERI understands its responsibility to lead in data security, circular economy, and sustainability. We are committed to not only achieving our current goals but also setting new standards each year that will advance our mission and set a strong example for the industry.

For any questions, comments, or suggestions, please feel free to reach out to us at info@ERIdirect.com.

APPENDIX

Materiality

ERI's initial materiality assessment was conducted internally, engaging key stakeholders to define priorities and identify topics considered most relevant both within the organization and for external audiences, including clients and investors. This process considered frequent inquiries and data requests from clients, regulators, potential partners, and the investment community.

To support this effort, ERI's Executive Team and Operation Teams regularly provide feedback on sustainability and waste-related challenges at their facilities, while our compliance, human resources, procurement, commodities, and sustainability teams work to identify and address areas for continuous improvement each year.

In 2024, ERI participated in ESG audits conducted by various clients and submitted data to third-party rating agencies, which helped identify potential gaps in our existing assessments. Our involvement on the SERI ESG Technical Advisory Committee also brought valuable perspectives from external stakeholders and industry peers regarding material issues across the broader sector. Additionally, ERI's internal Good to Great Initiative prompted teams to identify critical areas for enhancement across the organization.

Looking ahead to 2025, ERI plans to expand and formalize its materiality assessment process by incorporating broader input from both internal and external stakeholders.

Topic	Definition	Impacts
Category: Environment		
Material Circularity	Ensuring that materials are continuously reused, recycled, or repurposed, rather than being discarded as waste.	Impacts from materials use, compared to reduction of impacts from virgin products.
Material Recovery Reporting	The process of reporting on the amount and type of materials that are recovered from waste.	Increased transparency and accountability in waste diversion and recycling outcomes.
Commodity Reporting	The practice of trading commodities in an environmentally and socially responsible way.	Promotes ethical sourcing, reduces environmental harm, and supports responsible supply chains.
Operational Waste Management	Managing and reducing waste generated by business operations through prevention, recycling, and proper disposal.	Reduction of emissions from landfills and incineration.
Downstream Management	Managing the environmental and social impacts of a product after it leaves the company, including distribution and disposal.	Reduction in emissions and labor standards.
Scope 4 Tracking and Reporting	A way for companies to demonstrate their commitment to sustainability by reporting on the emissions prevented by their products and services. Scope 4 emissions are also known as "avoided emissions."	Impacts from materials use, compared to reduction of impacts from virgin products.
Climate and GHG Actions	Measures taken to reduce greenhouse gas emissions and mitigate climate change, such as energy efficiency and carbon offsetting.	Impacts on climate.
Climate Risk Assessment	A process that analyzes the likelihood and potential impacts of future climate hazards, such as extreme weather events, sea level rise, temperature changes, etc.	Improved preparedness and resilience to climate-related disruptions and risks.
GHG Tracking and Reporting	Monitoring and reporting an organization's greenhouse gas emissions to ensure transparency and compliance.	Improved emissions transparency and compliance with regulatory and voluntary standards.
Innovation in Technology and Services	Developing new technologies or services that improve efficiency, sustainability, and customer experience.	Enhanced efficiency, lower environmental impact, and improved customer satisfaction.
Environmental Health and Safety	Protecting human health and the environment by managing risks related to environmental factors and workplace safety.	Reduced health risks and improved worker safety and environmental outcomes.
Environmental and Operational Compliance	Adhering to environmental laws, regulations, and industry standards in business operations.	Avoidance of legal penalties, improved reputation, and risk mitigation.
Biodiversity	The variety of life in an ecosystem, and the effort to protect it from negative impacts like habitat loss or pollution.	Preservation of ecosystems and mitigation of environmental degradation.
Water Consumption	The amount of water used in business operations, with efforts to reduce waste and promote water conservation.	Conservation of natural water resources and cost savings.
Hazardous Material Management	Ensuring the safe handling, storage, and disposal of dangerous materials that pose health or environmental risks.	Reduced exposure to hazardous risks and compliance with environmental regulations.
Air and Noise Quality	Monitoring and managing air pollution and noise pollution generated by business activities to minimize their impact.	Reduced local environmental and public health impacts.
Category: Community		
Workforce Development	Programs designed to enhance employee skills, knowledge, and career growth.	Enhanced employee satisfaction, retention, and productivity.
Diversity, Equity, Inclusion (DEI)	Promoting a diverse workforce, ensuring fair treatment for all, and fostering an inclusive environment.	Improved organizational culture and innovation through diverse perspectives.
Serving Underserved Communities	Providing resources and opportunities to groups systematically denied access to full social participation.	Promotes social equity and builds stronger community relationships.
Human Rights	Respecting and protecting the basic rights and freedoms of individuals, both within the company and in its operations.	Protection of individual freedoms and reduction of operational risks.
Community Relations/ Engagement	Building positive relationships with local communities through communication, support, and mutual understanding.	Strengthened trust and support from surrounding communities.
Education and External Engagement	Engaging with external stakeholders and educating the public on company values, sustainability efforts, and social responsibility.	Increased public awareness, stakeholder alignment, and brand credibility.
Category: Governance, Risk, and Compliance		
Operational Resilience	The ability of a business to recover and adapt to disruptions, maintaining operations during crises.	Reduced downtime and enhanced ability to maintain business continuity during crises.
Data and Privacy Protection	Safeguarding personal and sensitive data from unauthorized access and ensuring compliance with privacy laws.	Prevention of data breaches and protection of stakeholder trust.
Data and Privacy Protection Compliance	The practices, policies, and procedures an organization implements to ensure they adhere to all legal regulations and standards concerning their users' private information	Legal risk mitigation and improved data governance.
Third Party Auditing and Certifications	Independent evaluations that confirm whether an organization or product meets certain standards or regulations	Enhanced credibility, trust, and alignment with industry best practices.
Data Security Safeguards	A set of measures and practices that protect digital information from unauthorized access, corruption, and theft	Protection of digital assets and reduced cybersecurity threats.
Risk Management	A systematic process for identifying, assessing, and controlling potential threats to an organization	Early identification of threats and reduced financial and reputational risks.
Transparency	Sharing clear and open information about a company's operations, performance, and decisions.	Strengthened stakeholder confidence and accountability.
Business Ethics	Following moral principles in business practices, including honesty, integrity, and accountability.	Reinforced trust, legal compliance, and sustainable business practices.
Self-Auditing and Evaluation	processes that involve examining and assessing a system or organization to identify strengths and weaknesses	Continuous improvement and readiness for external reviews.
Corporate Governance	The system by which a company is managed and controlled, ensuring fairness, accountability, and stakeholder trust.	Strong oversight, ethical leadership, and stakeholder value protection.
Supply Chain Management	Refers to the end-to-end process of sourcing, collecting, processing, and distributing recyclable materials in an efficient, sustainable, and cost-effective manner.	Efficiency improvements, cost savings, and reduced environmental impact.
Material Movement Compliance	Ensuring legal and regulatory compliance when transporting, storing, or disposing of materials.	Avoidance of regulatory penalties and ensured safe material handling.

APPENDIX

GRI Index

Disclosure ID	Disclosure Title	Response	Reference Page(s)
GRI 2: General Disclosures			
2-1	Organizational Details	Electronic Recyclers International, Inc. DBA ERI; Privately held. Limited liability company, headquarters in Fresno, California.	N/A
2-2	Entities included in the organization's sustainability reporting	Privately held, this information is not disclosed.	N/A
2-3	Reporting period, frequency and contact point	January 1, 2024 – December 31, 2024. All data represents this reporting period unless stated otherwise. Reporting is conducted on an annual basis. This report was published in May 2025. David Hirschler, Chief Sustainability Officer (david.hirschler@eridirect.com)	N/A
2-4	Restatements of information	N/A	N/A
2-5	External assurance	This report is not externally assured. All information provided has been internally validated.	N/A
2-6	Activities, value chain and other business relationships	See "Introduction"	4-5, 12
2-7	Employees	See "Representative Leadership and Workforce"	31
2-8	Workers who are not employees	Not disclosed.	N/A
2-9	Governance structure and composition	The CEO is ultimately responsible for decision-making on economic, environmental, and social topics.	14-15, 30
2-10	Nomination and selection of the highest governance body	Nomination and selection process is based on members' expertise, alignment with the company's values, and ability to support long-term strategic and sustainability goals.	31
2-11	Chair of the highest governance body	The Chair is also a senior executive, see "Transparent Leadership" for detail.	30
2-12	Role of the highest governance body in overseeing the management of impacts	See "Transparent Leadership"	30-31
2-13	Delegation of responsibility for managing impacts	The executive team is responsible for managing impacts.	30
2-14-18	Role of the highest governance body in sustainability reporting	See "Transparent Leadership"	30
2-19	Renumeration policies	Not disclosed.	N/A
2-20	Process to determine remuneration	Not disclosed.	N/A
2-21	Annual total compensation ratio	Not disclosed.	N/A
2-22	Statement on sustainable development strategy	ERI is committed to driving sustainable innovation across our operations, aligning our strategy with environmental responsibility, social impact, and long-term value for all stakeholders.	N/A
2-23-26	Various	See "Transparent Leadership"	30-31
2-27	Compliance with laws and regulations	Zero violations, see "Environmental Health and Safety (EHS) (Cont.)"	34
2-28	Membership associations	See "Innovation in the Circular Economy"	22-23
2-29	Approach to stakeholder engagement	We maintain open communication with employees, customers, suppliers, partners, regulatory bodies, industry associations, and local communities through various channels, including events and meetings.	N/A
2-30	Collective bargaining agreements	ERI supports employees' rights to collective bargaining and open dialogue, in line with applicable laws.	N/A
GRI 3: Material Topics			
3-1 to 3-3	Various	See Appendix "Materiality"	66-67
GRI 200: Economic			
202	Market Presence	All entry-level wages at ERI exceed local minimum wage requirements. We collaborate with staffing agencies to ensure that all temporary associates are paid in accordance with — and above — applicable Federal, State, and City wage laws. Compensation is based solely on job titles, with no consideration given to gender. For more information, see the "ERI Team".	42
GRI 300: Environment			
GRI 302: Energy			
302-1 Energy Consumption within the organization			
302-1 a	Total fuel consumption within the organization from non-renewable sources	Road Diesel: 274,042.5 liters Propane: 11,325.95 liters Natural Gas: 4,089,081.6 kWh and 11,770.82 M2	N/A
302-1 c.i	Total electricity consumption	Electricity: 6,247,963 kWh and 1,190.45 M2	N/A
302-1 c.ii	Total heating consumption	Natural Gas: 4,089,081.6 kWh and 11,770.82 M2	N/A
302-1 e	Total energy consumption within the organization, in joules or multiples	See 302-1a and 302-1c	N/A
302-1 f	Standards, methodologies, assumptions, and/or calculation tools used	Energy consumption is tracked through flue management systems and meter records provided by utility companies.	N/A
302-1 g	Source of conversion factors used	The measuring unit is from the native unit of measure utility vendor provided. The unit conversion between (American) gallons and (British) liters is 1 gallon = 3.785 liters.	N/A
302-2	Energy consumption outside of the organization	Not disclosed.	
302-3 Energy intensity			
302-3 a	Energy intensity ratio	0.058 kWh electricity per processed e-waste.	N/A
302-3 b	Denominator used to calculate ratio	Annual receiving weight of e-waste in pounds.	N/A
302-3 c	Types of energy included in ratio (fuel, electricity, heating, cooling, all)	Electricity consumption in kWh.	N/A
302-3 d	Whether ratio includes energy within or outside of organization, or both	Within the organization.	N/A
302-4 Reduction of energy consumption			
302-4 a	Reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	See "Carbon Footprint"	22-25
302-4 b	Types of energy included in reductions (fuel, electricity, heating, cooling, all)	Electrical energy and fuel.	N/A
302-4 c	Basis for calculating reductions (base year or baseline) and rationale	Baseline year is 2023.	N/A
302-4 d	Standards, methodologies, assumptions, and/or calculation tools used	Energy consumption is tracked through flue management systems and meter records provided by utility companies. Reporting aligns with the GHG Protocol and follows the same approaches and methodologies used in previous years.	N/A
302-5 Reductions in energy requirements of products and services			
302-5 a	Reductions in energy requirements of sold products and services	See "Improvements"	26-29
302-5 b	Basis for calculating reductions (base year or baseline) and rationale	The base year is 2023. Energy reductions are calculated by comparing the ERI historical energy consumption data to determine annual electricity savings.	N/A
302-5 c	Standards, methodologies, assumptions, and/or calculation tools used	Energy consumption is tracked through flue management systems and meter records provided by utility companies. Reporting aligns with the GHG Protocol and follows the same approaches and methodologies used in previous years.	N/A
GRI 305: Emissions			
305-1 Direct (Scope 1) GHG Emissions			
305-1 a	Gross direct (Scope 1) GHG emissions	1,272.84 MTCO2e	22
305-1 b	Gases included in calculations	See "Methodology/Assumptions"	73
305-1 c	Biogenic CO2 emissions	N/A	N/A
305-1 d	Base year for calculations	2023	N/A
305-1 d.i	Rationale for choosing base year	The year 2023 was chosen as the base year because it reflects the most recent full year of data prior to implementing energy-saving measures.	N/A
305-1 d.ii	Base year emissions	1,385.10 MTCO2e	N/A

GRI Index (Cont.)

Disclosure ID	Disclosure Title	Response	Reference Page(s)
305-1 d.iii - f	Various	N/A	N/A
305-1 g	Standards, methodologies, assumptions, and/or calculation tools used	See "Methodology/Assumptions"	73
305-2 Energy indirect (Scope 2) GHG Emissions			
305-2 a	Gross location-based indirect (Scope 2) GHG emissions	2,318.90 MTCO2e	22
305-2 b	Gross market-based indirect (Scope 2) GHG emissions	0 MTCO2e	22
305-2 c	Gases included in calculations	See "Methodology/Assumptions"	73
305-2 d	Base year for calculations	2023	N/A
305-2 d.i	Rationale for choosing base year	The year 2023 was chosen as the base year because it reflects the most recent full year of data prior to completing energy-saving measures.	N/A
305-2 d.ii	Base year emissions	2,335 MTCO2e and further reduced to 0 MTCO2e using a Market-Based approach.	N/A
305-2 d.iii	Context for any significant changes triggering recalculations of base year emissions	No significant changes were made, but Sections 3.8, 3.11, and 3.12 were added to support a more comprehensive estimation.	N/A
305-1 e	Source of emissions factors and GWP rates used	See "Methodology/Assumptions"	73
305-1 f	Consolidation approach for emissions (equity share, financial control, operational control)	Operational control	N/A
305-1 g	Standards, methodologies, assumptions, and/or calculation tools used	See "Methodology/Assumptions"	73
305-3 Other indirect (Scope 3) GHG Emissions			
305-3 a	Gross other indirect (Scope 3) GHG emissions	147,535.10 MTCO2e. Note that we expanded our Scope 3 reporting categories to include category 3.10 Processing of sold products, 3.11 Use of Sold Products, and 3.12 End-of-life treatment of sold products.	22
305-3 b	Gases included in calculations	See "Methodology/Assumptions"	73
305-3 c	Biogenic CO2 emissions	N/A	N/A
305-3 d	Other indirect (Scope 3) emissions categories and activities included in the calculation	See "Methodology/Assumptions"	73
305-3 e	Base year for calculations	2023	N/A
305-3 e.i	Rationale for choosing base year	Consistent with Scope 1 and Scope 2 baseline.	N/A
305-3 e.ii	Base year emissions	20,477.77 MTCO2e	N/A
305-3 e.iii	Context for any significant changes triggering recalculations of base year emissions	N/A	N/A
305-3 f	Source of emissions factors and GWP rates used	See "Methodology/Assumptions"	73
305-3 g	Consolidation approach for emissions (equity share, financial control, operational control)	Operational control	N/A
305-3 h	Standards, methodologies, assumptions, and/or calculation tools used	See "Methodology/Assumptions"	73
305-4 GHG Emissions Intensity			
305-4 a	GHG emissions intensity ratio	2.99 MTCO2e per receiving weight in metric ton (Market based)	N/A
305-4 b	Denominator used to calculate ratio	Annual receiving weight in metric ton.	N/A
305-4 c	Types of GHG emissions included in ratio	Scope 1, market-based Scope 2, and Scope 3 gross emissions.	N/A
305-4 d	Gases included in calculations	See "Methodology/Assumptions"	73
305-5 Reduction of GHG emissions			
305-5 a	GHG emissions reduced as a direct result of reduction initiatives	See "Carbon Footprint and Improvements"	22-27
305-5 b	Gases included in calculations	See "Methodology/Assumptions"	73
305-5 c	Base year or baseline, and rationale	2023	N/A
305-5 d	Scopes in which reductions took place	Scope 1 and 2.	N/A
305-5 e	Standards, methodologies, assumptions, and/or calculation tools used	See "Methodology/Assumptions"	73
305-6	Emissions of ozone-depleting substances (ODS)	N/A	N/A
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A	N/A
GRI 400: Social			
GRI 404: Training and Education			
404-1 Average hours of training per year per employee			
404-1 a.i	Average hours of training per year per employee by gender	See “We Are ERI”	4
404-1 a.ii	Average hours of training per year per employee-by-employee category	See “2024 by the Numbers”	5
404-2 Programs for upgrading employee skills and transition assistance programs			
404-2 a	Programs to upgrade employee skills	See "Environmental Health & Safety"	28-29
404-2 b	Transition assistance programs to facilitate continued employability and management of career endings resulting from retirement or termination of employment	ERI provides outplacement services, job fairs, EAP program for counseling and local workforce involvement.	N/A
404-3 Percentage of employees receiving regular performance and career development reviews			
404-3 a	Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	100% of those employed for longer than 6 months receive a regular performance and career development review.	N/A
GRI 405: Diversity and Equal Opportunity			
405-1 Diversity of governance bodies and employees			
405-1 a.i	Percentage of individuals within governance bodies by gender	See "Diversity, Equity, and Inclusion"	36-39
405-1 a.ii - 405-1 b.iii	Percentage of individuals within governance bodies by age group	Not disclosed.	N/A
405-2 Ratio of basic salary and remuneration of women to men			
405-2 a	Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation	ERI is proud to have a 1:1 gender wage ratio. See “ERI Team”.	34
405-2 b	Definition used for 'significant locations of operation'	All locations.	N/A
GRI 418: Customer Privacy			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			
418-1 a.i	Total number of substantiated complaints concerning breaches of customer privacy received from outside the organization and substantiated by the organization	Zero.	4
418-1 a.ii	Total number of substantiated complaints concerning breaches of customer privacy received from regulatory bodies	Zero.	N/A
418-1 b	Total number of identified leaks, thefts, or losses of customer data	Zero.	N/A
418-1 c	Statement of no substantiated complaints received, if relevant	N/A	N/A

APPENDIX

SASB Index

SASB ID	Accounting Metric	Response	Reference Page(s)
Greenhouse Gas Emissions			
IF-WM-110a.1	Gross global Scope 1 emissions	1,385.10 MT CO2e. 0% of these emissions are covered under emissions-limiting or emissions-reporting regulations. See "Greenhouse Gas Emission (GHG) Inventory".	22
IF-WM-110a.2	Landfill gas generated	Not applicable to ERI's operations.	N/A
IF-WM-110a.3	Discussion of long- and short-term strategy to manage emissions	See "Improvements".	28-29
Fleet Fuel Management			
IF-WM-110b.1	Fleet fuel consumed	72,394.37 gallons equal to 10,607.22 gigajoules. 0% natural gas.	N/A
IF-WM-110b.2	Alternative fuel vehicles in fleet	Zero.	N/A
Air Quality			
IF-WM-120a.1	Significant air emissions	None.	N/A
IF-WM-120a.2	Facilities near areas of dense population	90% of the facilities within an urbanized area.	N/A
IF-WM-120a.3	Incidents of air emissions non-compliance	None.	N/A
Management of Leachate & Hazardous Waste			
IF-WM-150a.1	Toxic release inventory	ERI to determine: (1) Total Toxic Release Inventory (TRI) releases in metric tons unit, (2) percentage released to water. See "Environmental Health & Safety".	38-41
IF-WM-150a.2	Toxic release corrective actions	ERI to determine: Number of corrective actions implemented for landfill releases. See "Environmental Health & Safety".	38-41
IF-WM-150a.3	Incidents of environmental non-compliance	ERI to determine: Number of incidents of non-compliance associated with environmental impacts. See "Environmental Health & Safety".	38-41
Labor Practices			
IF-WM-310a.1	Collective bargaining agreements	All employees have a right to unionize, though no employees have exercised this right to date and therefore no collective bargaining agreements exist.	N/A
IF-WM-310a.2	Work stoppages and days idle	See "Environmental Health & Safety".	41
Workforce Health & Safety			
IF-WM-320a.1	Recordable incident rate and fatality rate	See "Environmental Health & Safety". ERI tracks near misses on internal reports but does not currently track NMFR % rate overall.	41
IF-WM-320a.2	Safety Measurement System BASIC percentiles	See "Environmental Health & Safety".	41
IF-WM-320a.3	Road accidents and incidents	See "Environmental Health & Safety".	41
Recycling & Resource Recovery			
IF-WM-420a.1	Hazardous Materials Management	(1) Amount of waste incinerated, (2) percentage hazardous, (3) percentage used for energy recovery	38-39
IF-WM-420a.2	Services offered to customers	100% of customers receive recycling services	N/A
IF-WM-420a.3	Amount of material recycled	Recycled: 104.68M lbs. or 47,482 metric tons Reused: 2.7M lbs. or 1,225 metric tons See "The Environment".	5
IF-WM-420a.4	Amount of electronic waste collected and recovered	Total of 107.42M lbs. or 48,725 metric tons of electronic waste were collected, and 104.68M lbs. or 47,482 metric tons were recovered. See "The Environment".	5
Activity Metrics			
IF-WM-000.B	Vehicle fleet size	21 total fleet vehicles in 2024. See Fleet Fuel Management.	21
IF-WM-000.C	Number of facilities	8 total recycling facilities. See Highlights.	4
IF-WM-000.D	Total amount of materials managed	Recycled: 104.68M lbs. or 47,482 metric tons Reused: 2.7M lbs. or 1,225 metric tons See "The Environment".	5

Methodology/Assumptions

Greenhouse Gas Emissions Inventory

All greenhouse gas data reporting follows the GHG Protocol, developed by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD), in accordance with the Climate Registry, Intergovernmental Panel on Climate Change (IPCC) Guidelines, and the CDP.

This marks the fifth time ERI has reported greenhouse gas data. Primary data was used whenever reasonably activity-based data was available. Secondary data (spend-based data), estimations, and assumptions were used only when primary data was not wholly or partially available. All estimations follow GHG Protocol-approved methodologies and rely on third-party approved sources. We will continue to expand the findings on sources of GHG emissions and explore opportunities to reduce emissions in the future.

Inclusions and Omissions	
Scope 1	Natural Gas, Propane, Company Fleet Fuel Usage
Scope 2	Electricity Usage at ERI Facilities
Scope 3	C1 Purchased Goods and Services C2 Capital Goods - Fixed Assets C3 Fuel- and Energy-related Activities Not Included in Scope 1 or Scope 2 C4 Upstream Transportation and Distribution - ERI Arranged Inbound and Outbound Logistics C5 Waste Generated in Operations C6 Business Travel C7 Employee Commuting C8 Upstream Leased Assets C9 Downstream Transportation and Distribution C10 Processing of Sold Products C11 Use of Sold Products C12 End-of-Life Treatment of Sold Products

Environmental Impact Claims from Recycling and Reuse

ERI's savings claims were developed using the company's proprietary Optech™ system in conjunction with the Electronics Environmental Benefits Calculator (EEBC). ERI's system tracks every component processed by ERI at the individual client level, including what material was sent for reuse and what was processed and recycled. The EEBC software uses life cycle analysis to calculate the impact on greenhouse gas emissions and energy usage for recycling or reuse of various product types and commodities. ERI is able to map received products to this system and determine the benefits of recycling or reusing these items.

In addition, for each product type recycled by ERI, ERI utilizes our historical data to understand the volumes of commodities or residual waste produced from each type of material. ERI's Optech™ system allows us to determine the amount of volume recycled, excluding residual waste and then determine the volumes of commodities sent for recycling as well as any additional items sent for reuse.

The environmental impact calculations set forth in this report are estimates provided for informational purposes only and may vary based on a number of factors.

APPENDIX

Acknowledgements

ERI's fifth annual Impact Report was only possible through leadership's tremendous support and individual ERI employee contributions. Special thanks go out to the ERI team members listed on the left in bold for curating this important report, as well as the additional team members listed below for their assistance in gathering vital data on policies, procedures, and protocols that help make ERI a greener, more secure place:

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