

Ivy Technology

Sustainability Report 2024



About Ivy Technology

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

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

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

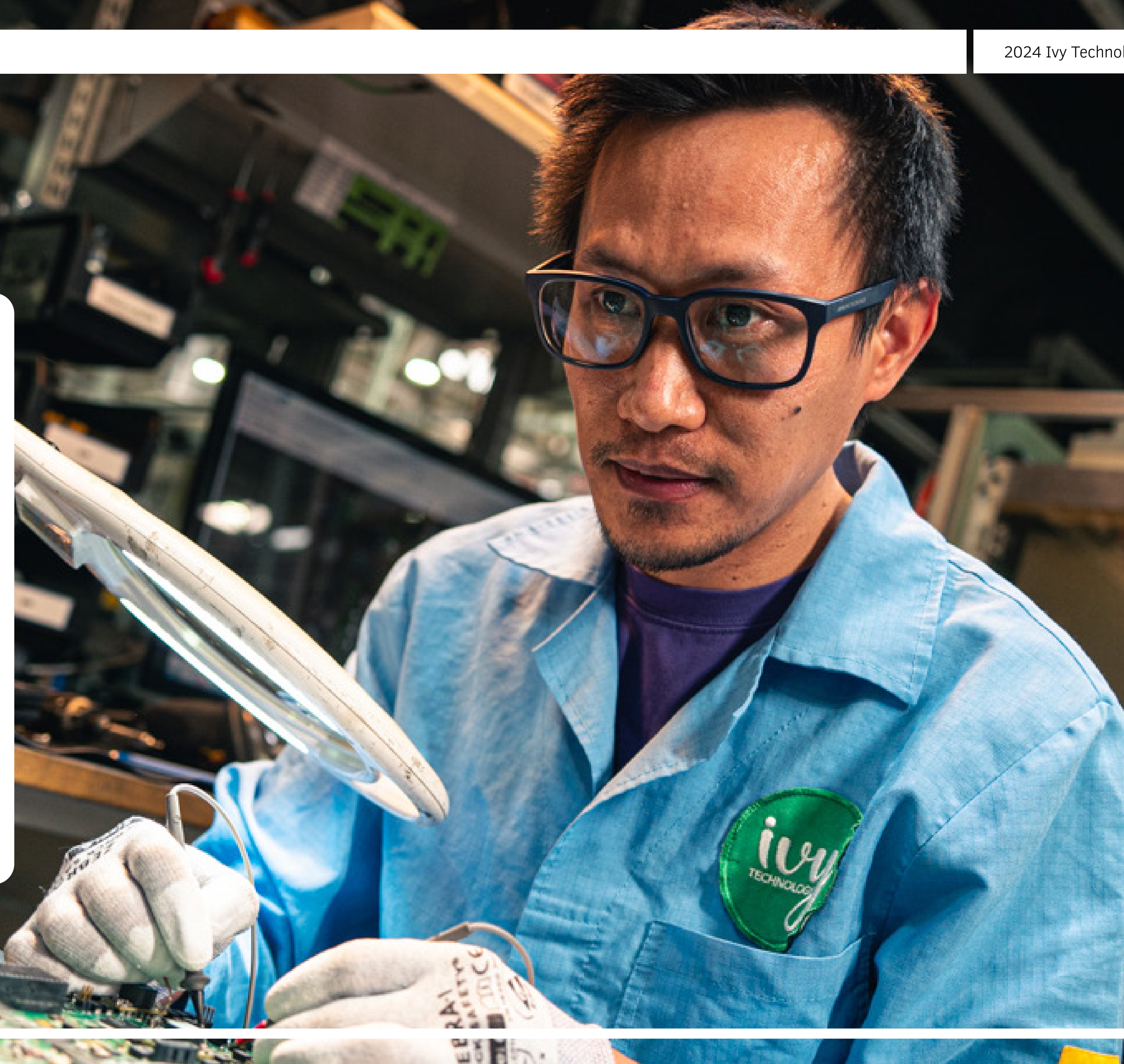


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Executive Message from Scott Greer

Looking back on 2024, it is clear this has been a defining year for Ivy Technology - a year of remarkable business growth and an even deeper commitment to sustainability. I am proud to say that sustainability is no longer a standalone initiative at Ivy Technology; it has become an integral part of who we are and how we operate.

At Ivy Technology, we are uniquely positioned to lead in the sustainability space. As a provider of aftermarket services, we are inherently part of the circular economy, extending the life cycle of products and reducing waste. This critical role not only supports the global movement toward sustainability but also enables us to deliver meaningful value to our customers, partners, and the communities we serve.

Sustainability is not just about responsibility - it's also about opportunity. By embedding sustainability into our DNA, we are driving innovation, optimizing our operations, and unlocking new avenues for growth. From reducing environmental impact across our global facilities to collaborating with customers to design more sustainable solutions, our approach benefits the planet while strengthening our competitive advantage.

The achievements of this past year underscore the power of integrating sustainability into our business strategy. Through our efforts, we have supported

our customers' sustainability goals, empowered our employees to champion environmental stewardship, and demonstrated that growth and sustainability can go hand in hand.

Heading into 2025, I am excited about what we will accomplish together as we continue to push boundaries and set new standards for sustainable practices in the aftermarket services and robotics industry. I am confident that Ivy Technology will remain at the forefront of this movement, proving that sustainability is not just a goal - it's our purpose.

Thank you for your continued support and commitment to making sustainability a cornerstone of everything we do.

With gratitude,

Scott Greer
Chief Executive Officer, Ivy Technology



Our Sustainability Mission & Vision

Sustainability Mission

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

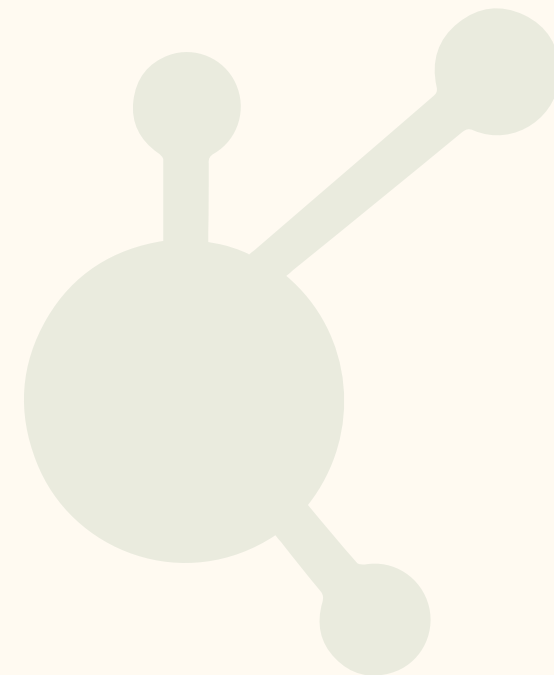
As an aftermarket services provider, our dedication to reusing, refurbishing, and repairing all things electronic is deeply tied to sustainability.

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

Sustainability Vision

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

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

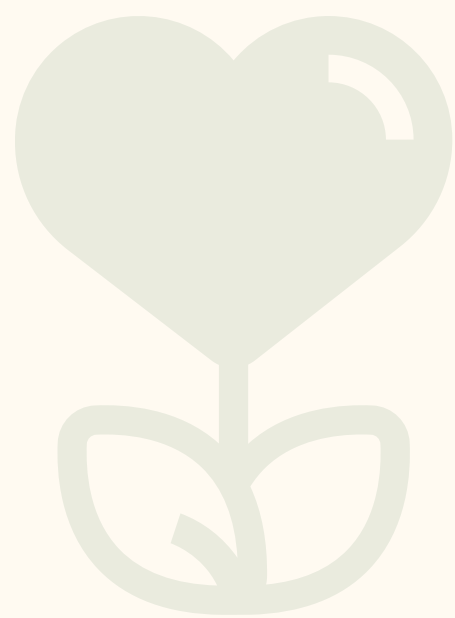


Our Sustainability Pledge

Sustainability Pledge

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

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



To Affinity and Beyond

CUSTOMER:

RESPONSIBLE

We provide a world class sustainable repair capability.

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

REUSE

We help to extend the life of your assets.

You provide the markets to sell or pass on.

REDUCE

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

You continue to make design changes for improved reliability.

RECYCLE

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

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

EMPLOYEE:

RESPONSIBLE

We offer extensive training around sustainability to all employees.

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

REACH

We will engage with local communities through various outreach programs.

You embrace the opportunities to support the greater community.

REDUCE

We commit to Net Zero by 2050.

You deliver your suggestions and ideas to accelerate our journey.

RECYCLE

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

You will segregate and recycle waste at every opportunity.

SUPPLIER:

RESPONSIBLE

We commit to rewarding sustainable vendors.

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

REUSE

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

You explore alternative sustainable options.

REDUCE

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

You deliver opportunities for sustainable supply chains.

RECYCLE

We drive an efficient reverse supply chain.

You minimize your impact on the need for new.

REIMAGINE:

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

Sustainability Governance

Site/Operational Sustainability Committee (SOC)

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

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

Senior Sustainability Committee (SSC)

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

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

Chief Sustainability Officer (CSO)

OVERSEES ALL CSR INITIATIVES

SUSTAINABILITY DIRECTOR

OVERSEES PROCUREMENT & STAKEHOLDER ENGAGEMENT

SUSTAINABILITY PROJECT MANAGER

REPORTS DIRECTLY TO CSO

SITE MANAGERS
SUSTAINABILITY CHAMPIONS
HR
MARKETING





Ivy Technology's
**Sustainability
Strategy**

Four Thematic Clusters

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

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

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

Environment

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

Operations

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

Services

- Enabling the Circular Economy
- Driving Innovation

Labor & Human Rights

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

- Diverse & Inclusive Workplace
- Employee Health & Safety
- Charitable Activities
- Employee Training & Development
- Community Engagement

Ethics

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

- Anti-Corruption & Bribery
- Responsible Information Management

Sustainable Procurement

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

- Supplier Code of Conduct
- Responsible Business Alliance

Ivy Sustainability Key Milestones



Sustainability Ambition Framework



UN Sustainability Development Goals

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

Sustainability Development Goals



Sustainability Risks

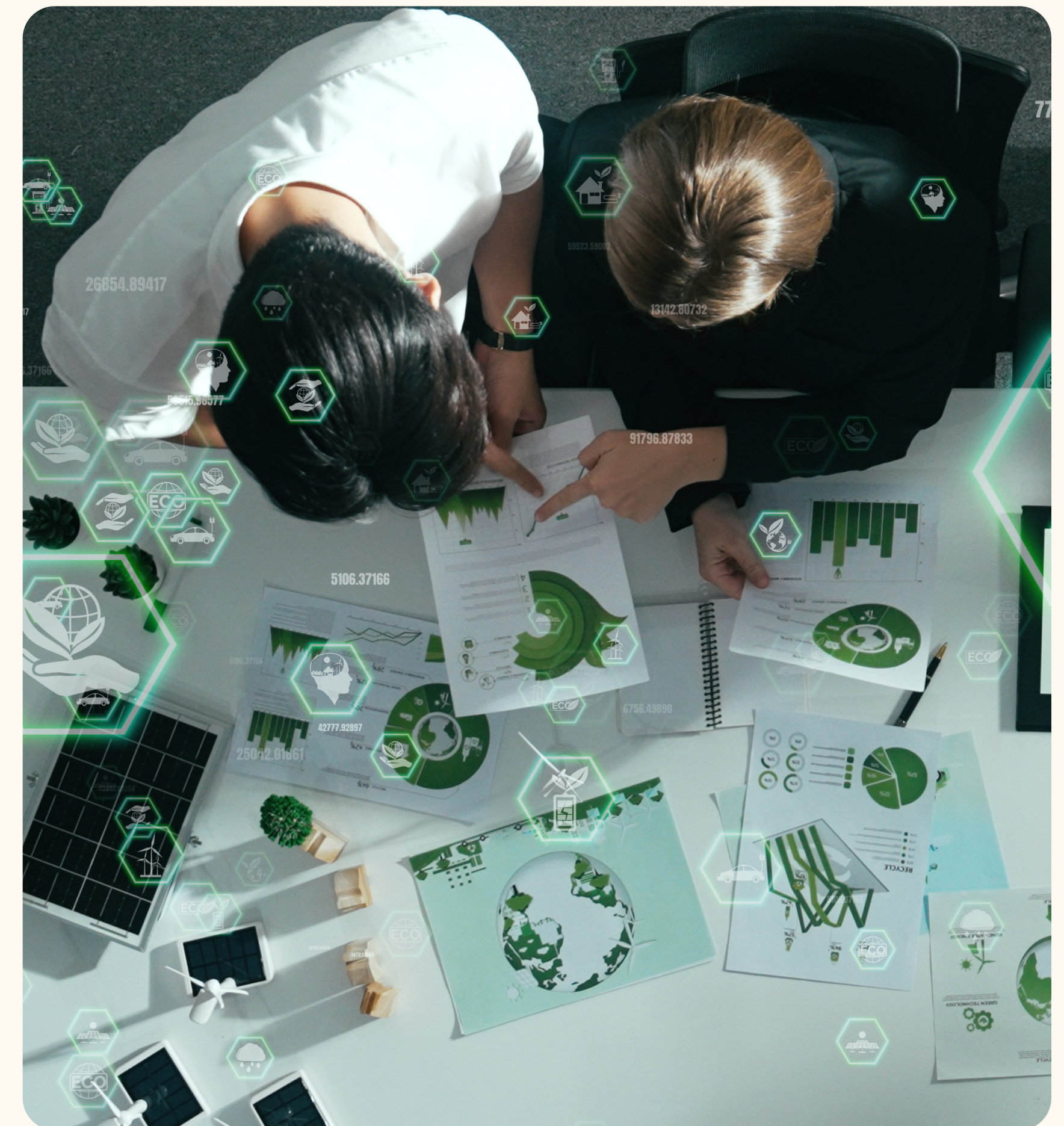
As Ivy Technology ventures further into the realm of sustainability, a dynamic landscape of risks and opportunities unfolds. Sustainability, while promising substantial benefits for both the company and the planet, presents its own set of challenges and rewards. From navigating regulatory complexities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

Embracing sustainability not only mitigates environmental risks but also opens avenues for market

differentiation, enhanced brand reputation, and long-term resilience. However, careful consideration and strategic planning are imperative to capitalize on these opportunities while effectively managing potential pitfalls.

Challenges such as enhanced reporting obligations under the CSRD, creating the 'trickle-down effect' both upstream and downstream, the increased cost of raw materials, and uncertainty in market signals add layers of complexity to this journey, demanding agile responses and proactive risk management

In this discourse, we delve into the multifaceted terrain of sustainability, exploring the risks and opportunities it presents for Ivy Technology in its pursuit of a greener future.



Our Goals until 2050

Sustainability Goals



GOAL	UNIT OF MEASURE	2022	2023	2024	ABOUT OUR PERFORMANCE IN FY23
Environment					
<i>By 2050, we will reach net zero greenhouse gas emissions across scopes 1, 2 and 3</i>					
Reduce scopes 1 and 2 GHG emissions by 50% by 2030	Emission intensity based on kWh of scopes 1 and 2 (Location based) GHG emissions per Sq Ft	20,6497	15,8937	15,7396	In FY24, we decreased our emissions year-over-year through energy efficiency activities. This represents a 23.77% decrease from our FY22 baseline.
Source 50% of electricity from renewable sources across all Ivy Technology facilities by 2030	Percentage of electricity generated from renewable sources within the Energy providers generation mix	20%	19%	20%	In FY24, we continue to identify, evaluate and prepare to implement long-term renewable energy opportunities. As leases expire, we strive to move our facilities to buildings with BREEAM/LEED certifications and renewable energy options.
Reduce absolute scope 3 GHG emissions from purchased goods and services 45% by 2030	Emission intensity based on CO2e (t) Scope 3 Category 6 GHG emissions per trip	1,00	0,94	0,89	In FY24 our travel mix changed with increased hotel stays
Waste, Recycling & Circular Economy					
<i>By 2050, we will recycle 100% of customer-owned materials, parts and equipment</i>					
By 2025 Ivy will have zero waste sent to landfill	Landfill Waste Diversion rate	Silver (90 to 94%)	Gold (95 to 99%)	Gold (95 to 99%)	Since adopting the UL methodology in FY22, our facilities have consistently maintained to the Gold standard.

Our Goals until 2050

Labour & Human Rights Goals



GOAL	UNIT OF MEASURE	2022	2023	2024	ABOUT OUR PERFORMANCE IN FY23
Inclusive Workforce					
<i>By 2050, we will have a DE&I role model organization practicing sustainability stewardship</i>					
By 2030, we aim to cultivate a diverse, equitable, and inclusive workplace	Percentage of employee attending DE&I training and education programs	4%	29%	28%	In FY24, we saw a 1% decrease in completion of our online DE&I Training. This decline reflects our ongoing efforts to enhance and refine our training materials, ensuring a more impactful learning experience. With these improvements set to launch in 2025, we anticipate a significant increase in engagement and completion rates.

Sustainable Procurement Goals






GOAL	UNIT OF MEASURE	2022	2023	2024	ABOUT OUR PERFORMANCE IN FY23
Corporate Social Responsibility					
<i>By 2050, we will maintain 100% compliance and total supplier sustainability alignment for targeted suppliers</i>					
By 2030, we aim to achieve 100% sustainable procurement, ensuring that all suppliers meet our stringent Environmental, Social, and Governance (ESG) criteria	Percentage of targeted suppliers with signed commitment towards our Code of Conduct	0%	28%	25%	In FY24 there was a rationalisation and consolidation of our supply base.
	Percentage of targeted suppliers completing both the Ivy Supplier Self-Assessment and Responsible Business Alliance (RBA) questionnaire	0%	18%	14%	
	Percentage of targeted suppliers with integrated environmental clauses in contracts	0%	19%	23%	
	Percentage of buyers trained on social and environmental issues within the supply chain	0%	55%	55%	

Our Goals until 2050

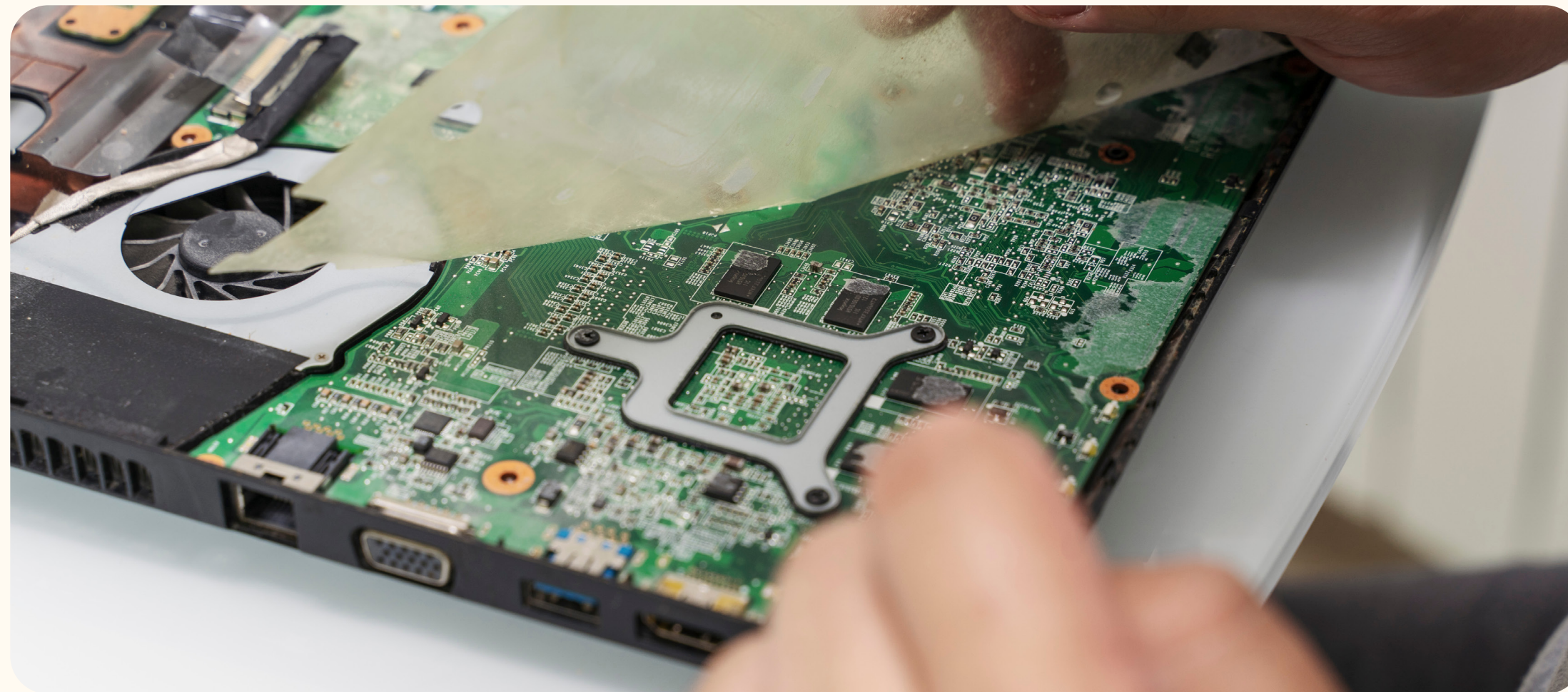
Continuous Improvement Goals



GOAL	UNIT OF MEASURE	2022	2023	2024	ABOUT OUR PERFORMANCE IN FY23
Disclosure					
<i>By 2050, we will maintain all annual sustainability assessments</i>					
By 2030, progress our Environmental Stewardship to a Leadership level for Climate Change and Water Security	CDP banding system	Climate Change: (D) Water Security: (C)	Climate Change: (B-) Water Security: (C)	Climate Change: (C) Water Security: (C)	In FY24 we moved from Management level to a Awareness level on Climate Change due to the scoring criteria changes .We remained at Awareness Level in Water Security. Our repair processes do not use water but we have knowledge of impacts on, and of, water issues and prioritise safe Water, Sanitisation, and HygieneWASH practices across all sites.
By 2030, our Sustainability Management System will be ranked amongst the top 1% of companies	EcoVadis scoring system	65/100 	71/100 	74/100 	In FY24 we completed the EcoVadis Questionnaire for the third year running seeing a 3 point increase.
By 2030, commit to the Responsible Business Alliance (RBA) Code of Conduct across all Ivy locations to provide responsible and sustainable aftermarket services	Percentage of sites completing the RBA Self Assessment Questionnaire (SQA) annually	8%	33%	50%	in FY24 the code of conduct was expanded further to ensure our operations are environmentally responsible and conducted ethically.
Certification					
<i>By 2050, we will hold and maintain top level accreditation</i>					
By 2030, achieve ISO 14001 Certification to Enhance Environmental Management and Contribute to Sustainable Development Goals across all Ivy locations	Percentage of sites ISO 14001 certificated for their Environmental Management System	55%	55%	55%	In FY24, our key sites continue to complete yearly surveillance audits and maintained their ISO 14001 certification

Our Services I. Circular Economy

Ivy Technology: Leading Sustainable Innovation in the Circular Economy



For over 30 years, Ivy Technology has remained at the forefront of sustainable innovation, driving impactful change within the circular economy. In 2024, Ivy continued to lead the way, integrating cutting-edge technology and environmentally responsible practices to reduce waste and optimize resource efficiency.

From advanced repair solutions to sustainable product lifecycle management, Ivy has embraced next-generation technology to extend the life of electronic devices, significantly lowering the demand for new manufacturing. This not only conserves valuable resources but also prevents substantial CO₂ emissions, aligning with global efforts to combat climate change.

Through strategic partnerships and continued investment in sustainability, Ivy fosters a culture of environmental responsibility within the industry.

By prioritizing circular economy principles in its aftermarket services, Ivy empowers businesses to operate more sustainably while delivering innovative solutions that support a greener future.

CO₂e Avoidance through Customer Repair 2024

Commodity	CO ₂ e Avoided (mt)
Laptop	34,523
Monitors	64,684
Servers	243,580
Motherboards	40,810
EPOS	9,356
Sound	7,071

In 2024, Ivy remained committed to redefining sustainability in technology, proving that responsible business practices and innovation can go hand in hand.

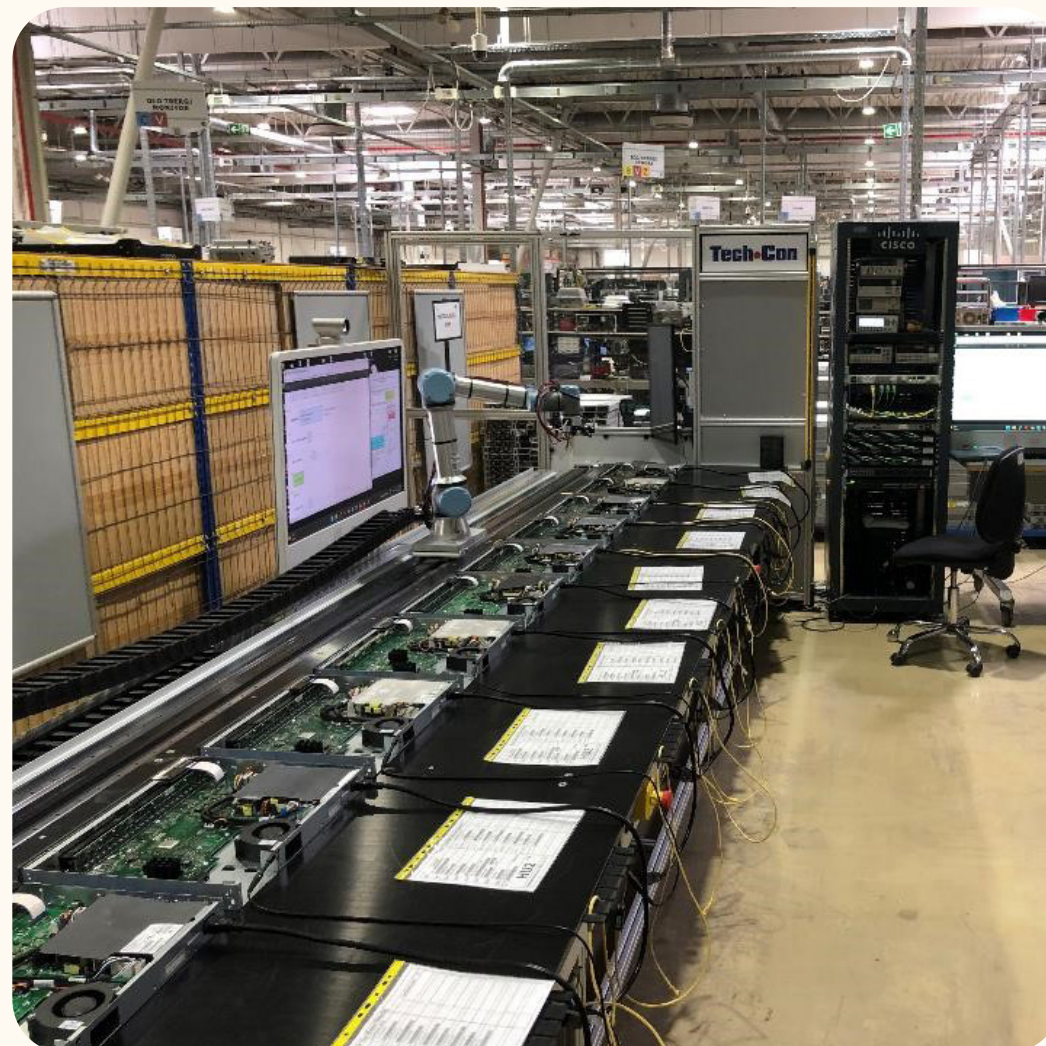
CO₂e (mt) 400 024



Our Services II. Robotic Arms

The Role of Robotic Arms in Ivy Technology's **Debug, Repair, and Test Processes**

As a leader in electronics manufacturing and repair, Ivy Technology continuously embraces innovation to enhance efficiency, precision, and sustainability. One of the key advancements in our operations is the integration of robotic arms, which are transforming the way we handle complex debug, repair, and test processes.



Enhancing Precision & **Efficiency in Repairs**

Robotic arms provide unmatched accuracy in handling delicate components, ensuring consistent quality in electronics repair. By automating these tasks, Ivy Technology can extend product lifecycles and enhance device reliability.

Automation in Testing, Debugging & **Quality Assurance**

Robotic arms play a crucial role in automated testing and debugging, ensuring that repaired electronic devices meet strict quality standards. They facilitate tasks such as circuit board probing, functional testing, signal analysis, and diagnostic assessments, allowing for faster and more accurate defect detection and debugging. This automation significantly reduces the time required for manual testing and enhances overall product quality.

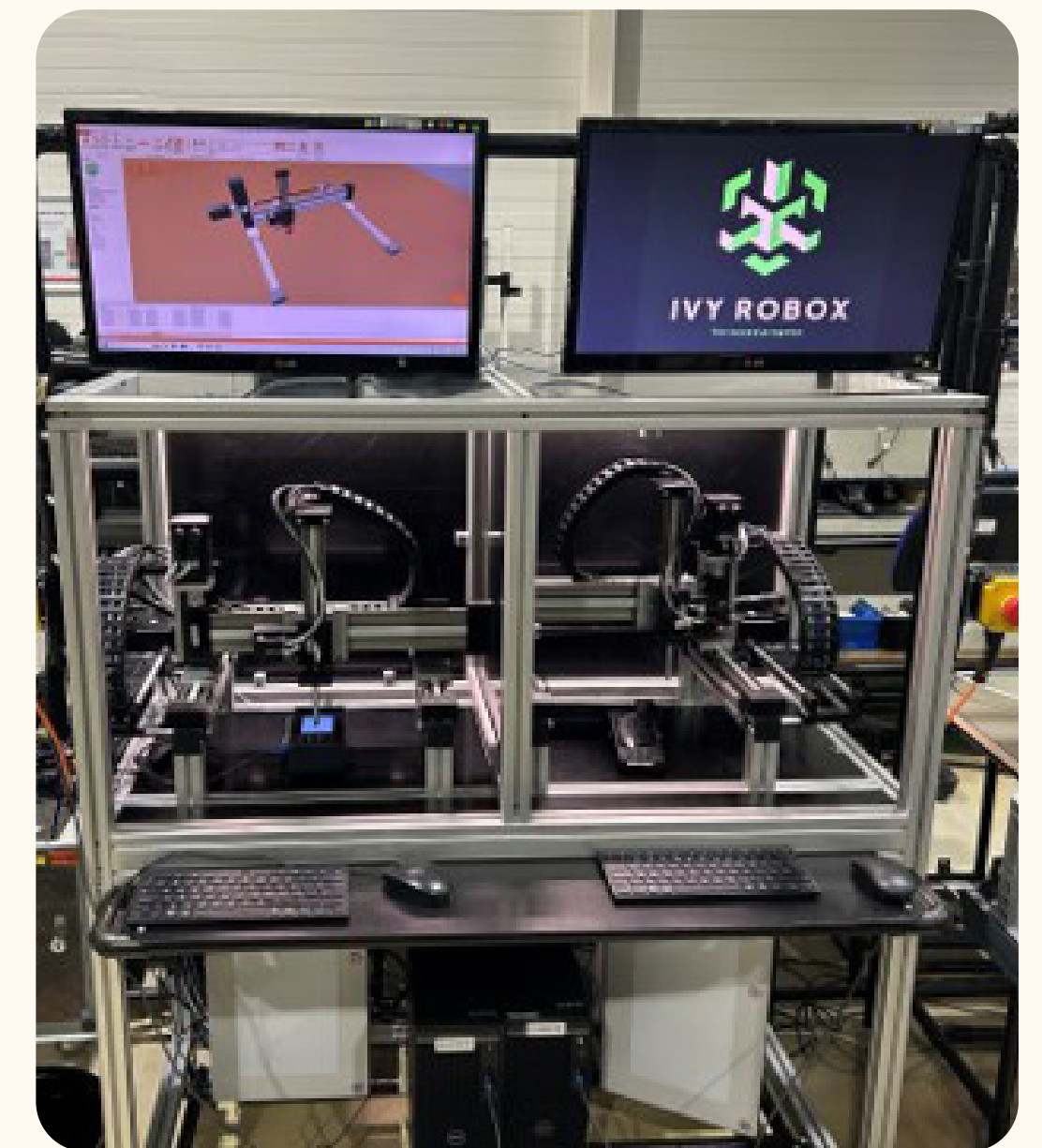
By leveraging robotic arms, Ivy Technology enhances repair precision, testing and debugging efficiency, and sustainability, reinforcing our position as a leader in the evolving electronics industry.

Worker Safety & **Ergonomics**

By automating tasks that involve high temperatures, hazardous materials, or repetitive motions, robotic arms help reduce workplace injuries. This allows skilled employees to focus on higher-value tasks such as fault analysis, debugging, innovation, and customer support, leading to a more efficient and safe working environment.

Sustainability & **Cost Reduction**

Through enhanced efficiency, robotic automation reduces material wastage and energy consumption. These improvements align with Ivy Technology's broader sustainability goals, ensuring environmentally responsible repair solutions. By optimizing debugging, repair, and testing processes, robotic arms also contribute to cost savings and increased operational efficiency.



Future Expansion & **Innovation**

Ivy Technology continues to explore advancements in AI-driven robotics and machine learning, ensuring continuous improvements in automation. As we integrate more intelligent robotic solutions into our repair, test, and debug operations, we remain at the forefront of delivering cutting-edge services for our global clients.

Commute to Work

Average tCO₂e / employee is 2.30



82%
commute to work
5 days a week



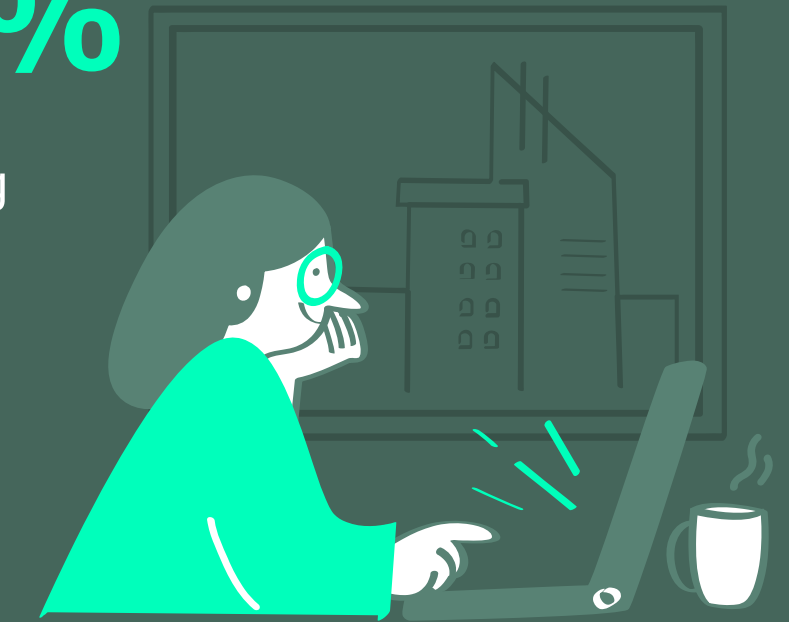
84%
make up to 20 trips
to site each month

83%

Take up to
45 mins to
commute
to work



18%
Hybrid
working



61%

use a car to
commute to work



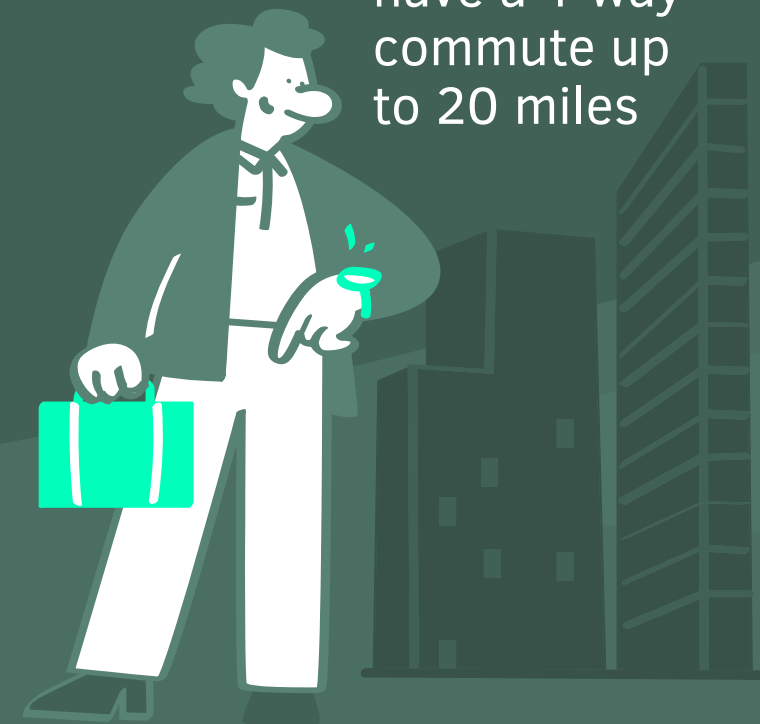
6%

cycle to
work



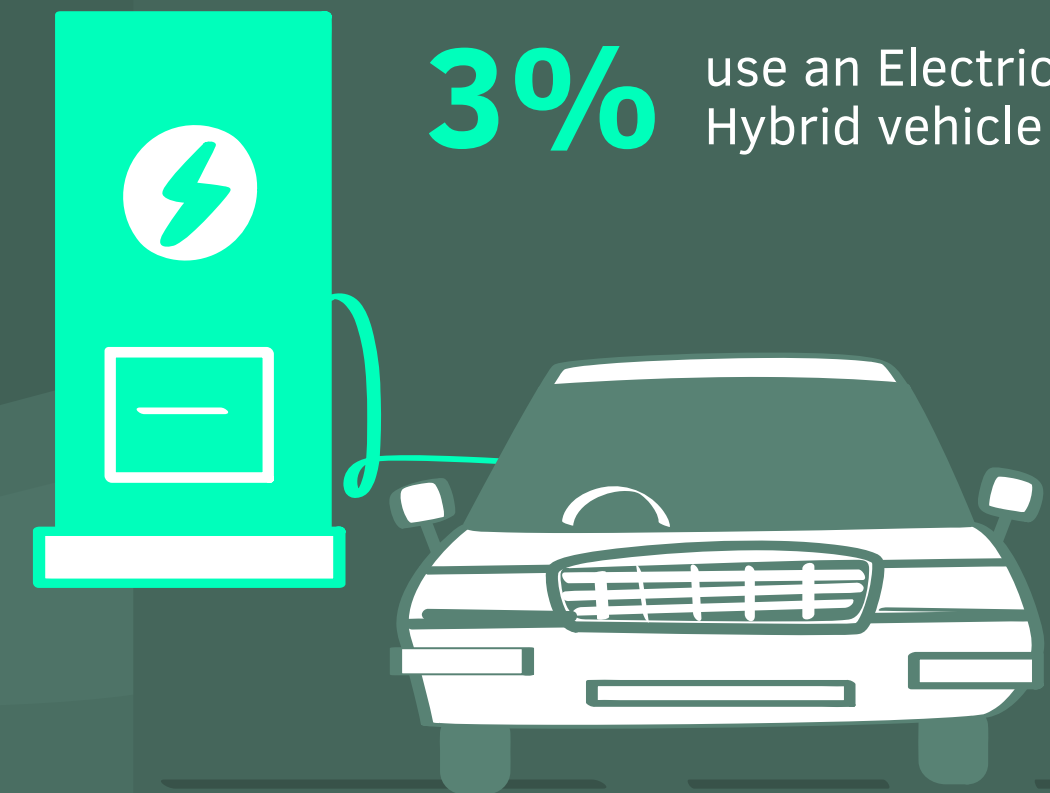
88%

have a 1 way
commute up
to 20 miles



3%

use an Electric or
Hybrid vehicle



Ivy Technology & DPD Collaboration on Electric Vehicle Deliveries in the UK

Electric Delivery Certificate

Ivy Technology UK has partnered with DPD to enhance its sustainable logistics strategy through the use of electric vehicle (EV) deliveries.

In 2024, 16,916 parcels were delivered to Ivy Technology's customers via DPD's all-electric fleet, accounting for 19.73% of total shipments. This initiative has contributed to a CO₂ savings of 4,669 kg, supporting Ivy Technology's commitment to reducing its carbon footprint.

This collaboration reinforces Ivy Technology's commitment to decarbonization, operational efficiency, and supporting sustainable supply chain solutions in the UK.



Find out more at green.dpd.co.uk



Statement Details



In 2024 we delivered

16,916

parcels to your customers on all-electric vehicles which is 19.73% of your total parcels



Saving

4,669 kg

of CO₂

DPD continues to invest in its all-electric delivery fleet which is now over 32% of our final mile delivery fleet. As a part of Geopost we have a fully validated SBTi net zero target for a 90% reduction by 2040 set against a base year of 2020.

Our Operations I. Scope 2 Carbon Emissions

SCOPE 2 - Carbon Emissions

The collection of Scope 2 data is more than a compliance requirement—it reflects Ivy Technology’s unwavering commitment to sustainability, transparency, and corporate responsibility. By thoroughly assessing its indirect emissions, Ivy Technology not only adheres to evolving industry standards and regulations but also drives continuous improvement and innovation in its environmental practices.

In 2024, Ivy Technology remains dedicated to understanding and reducing its carbon footprint. As part of this commitment, the precise measurement and reporting of Scope 2 emissions remain a key priority. These emissions, which result from the consumption of purchased electricity, heat, or steam, are essential for compliance with the Corporate Sustainability Reporting Directive (CSRD). Capturing accurate Scope 2 data ensures Ivy Technology meets CSRD disclosure requirements, providing stakeholders with clear, reliable, and comparable environmental impact data.

In 2024 Ivy reported their 2024 Scope 2 Carbon Emissions and throughout 2024 have monitored this to fall in line with their Net Zero Commitments. In 2024, Ivy consumed 20,119 MWh of energy, creating approximately 8,308 metric tones of CO₂ emissions. With all facilities focused on reducing their CO₂ emissions, Ivy managed to reduce its CO₂ emissions by 7.2% through various utility initiatives.

In 2024:

24% decrease

in the Scope 2 CO2 emissions YoY in tonnage and emissions based on Footage Intensity Year to Year

23% decrease

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

22% decrease

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



Our Operations II. Clean & Bright

Clean & Bright: Energy Efficiency at Ivy Technology's Plano Facility

At Ivy Technology, sustainability is more than just a goal—it's a commitment to creating a better, more efficient future. Our latest initiative, "Clean and Bright," at the Plano facility exemplifies this dedication by enhancing both workplace aesthetics and energy efficiency.

The "Clean and Bright" project focused on two primary objectives: revitalizing the facility's appearance to foster a more inspiring work environment and implementing energy-efficient solutions to reduce consumption and operational costs. Through strategic upgrades, we have taken significant steps toward a greener, more cost-effective future.

Lighting Upgrades

One of the core elements of the project was a full conversion to LED lighting throughout the facility. This transition not only provides a brighter and cleaner ambiance for employees but also significantly reduces energy consumption. LED lighting is known for its longer lifespan and lower power usage, making it a crucial component of our sustainability efforts.

HVAC Refurbishment & Control Enhancements

Beyond lighting, the HVAC system underwent a comprehensive refurbishment to optimize performance and improve energy efficiency. The installation of modern HVAC control panels ensures better regulation of heating and cooling, reducing unnecessary energy waste.

PID System for Intelligent Energy Management

To further enhance efficiency, a PID (Proportional-Integral-Derivative) control system was installed to prevent lights from being left on unnecessarily. This smart system automatically adjusts lighting based on occupancy and real-time demand, ensuring energy is only used when needed.

Sustainable Savings

The combined impact of these initiatives is substantial. The "Clean and Bright" project is projected to yield annual energy savings of over \$28,000, demonstrating the value of investing in sustainable solutions. By reducing our energy footprint, Ivy Technology not only cuts costs but also contributes to a more environmentally responsible operation.

At Ivy Technology, we believe that sustainability is a continuous journey. The successful implementation of the "Clean and Bright" initiative at our Plano facility is a testament to our commitment to efficiency, employee well-being, and environmental responsibility. We look forward to continuing our efforts in creating a brighter, cleaner, and greener future.

Before



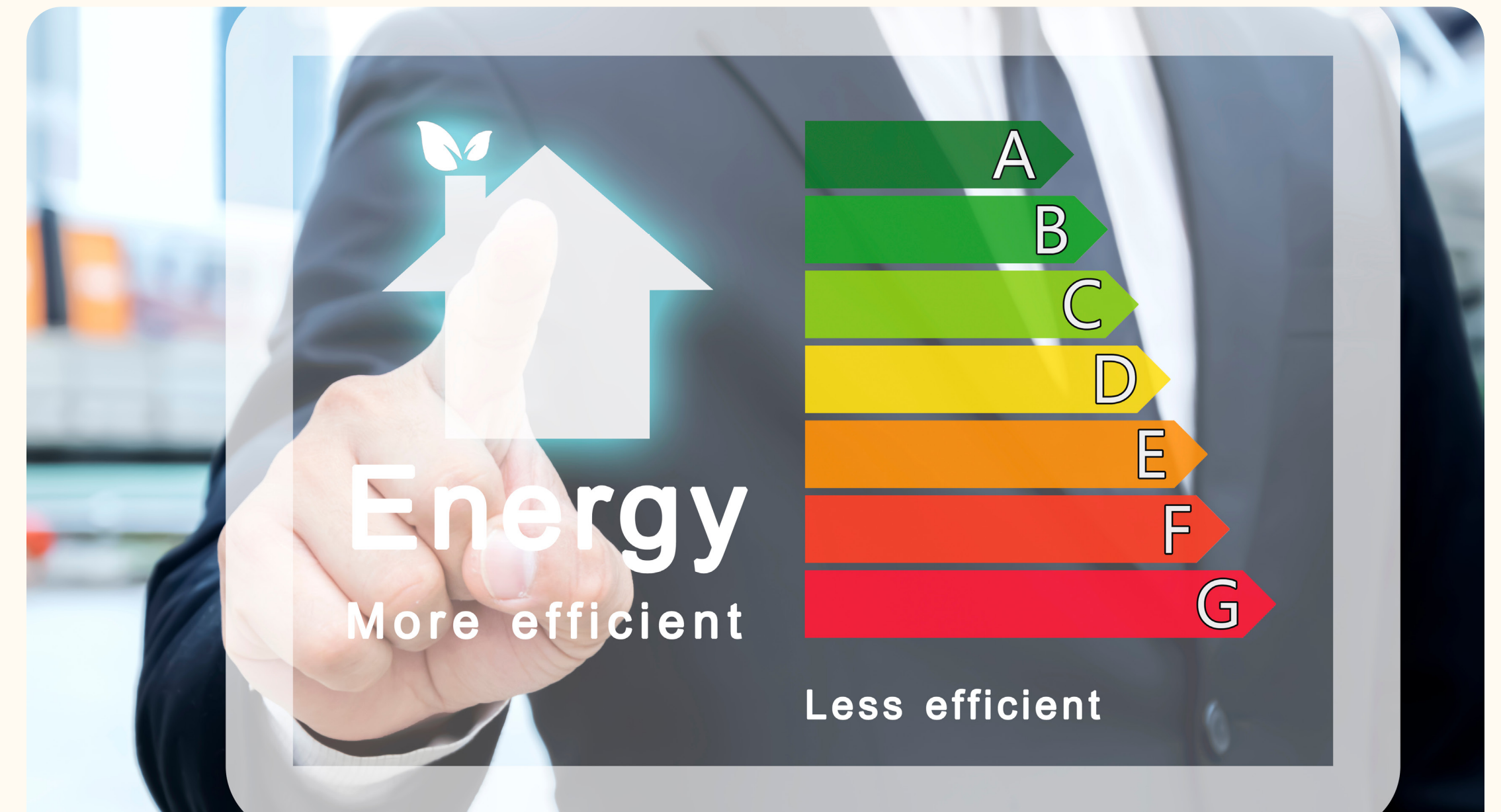
After



Our Operations III. Ivy Technology Moves to New State-of-the-Art Facilities in Amsterdam

In October 2024, we announced the official opening of our new, cutting-edge facilities in Amsterdam which includes 11,340 sqm of warehouse space, 551 sqm of office space and 1,835 sqm of mezzanine.

This new high-quality, modern logistics development has received the BREEAM certificate “Excellent” and has an A-Grade Energy Performance Certificate (EPC). The warehouse is equipped with LED lighting, a water management system and photovoltaic panels, which emphasise the environmentally friendly and energy-efficient design.



Scott Greer, CEO at Ivy Technology:

“We are excited to be part of this exceptional opportunity, and we are proud that Ivy Technology is the first tenant of this innovative facility. Our new warehouse will enable us to further enhance our global operations and ensure the quality of our services for our customers.”

Our Operations IV. Water Security



Water Stress Levels

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

Water, Sanitation & Hygiene (WASH)

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

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

Water Stress Areas

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

Ivy Cares

At Ivy Technology, we are committed to fostering a workplace where everyone feels respected, valued, and empowered to succeed. Our workforce reflects the diversity of our global community, and we actively work to remove barriers that hinder equal opportunities. By prioritizing inclusivity, we create an environment where individuals can bring their best selves to work and contribute to meaningful innovation.

Gender equity remains a key focus. We believe that every employee - regardless of gender, background, or identity - deserves equal opportunities, fair recognition, and a supportive workplace. Through leadership development programs, unbiased hiring practices, and mentorship initiatives, we continue to drive progress and create lasting change.

Our commitment to DEI is not just about policies - it's about action. From unconscious bias training to employee resource groups that amplify diverse voices, we take concrete steps to ensure inclusivity is embedded in our culture. Every day, we strive to build a workplace that reflects the values of equity, respect, and shared success.

COMMUNICATION

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

C



Staying Connected: CEO Site Visits

ATTAINING WELLBEING

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

A



November: Men's Health in Focus

RECOGNITION

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

R



Employee Appreciation Day: A Moment to Celebrate Each Other

ENGAGEMENT

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

E



Five Years of Growth: Shaping Success Together

SOCIAL RESPONSIBILITY

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

S



Green August: For a Sustainable Future

Ivy Cares for Diversity

Celebrating Diversity: A Year of Inclusion & Connection

In 2024, we continued to embrace the power of diversity through a wide range of initiatives designed to foster awareness, understanding, and connection across our global teams. We shared educational materials about various cultural and religious traditions, helping colleagues expand their knowledge and appreciation of customs beyond their own.

Many of these celebrations came to life at our sites through shared experiences whether through storytelling, decorations, or cultural traditions - allowing employees to engage with and learn from one another, even in locations where these customs are not typically observed. Additionally, we recognized important national and cultural moments with informative content and celebrated the diverse backgrounds of our colleagues through personalized messages and global engagement on LinkedIn.

Our internal newsletter, Pulse has continued to spotlight these efforts, capturing moments from across our sites from team celebrations to cultural exchanges - creating a collective identity that reflects Ivy's inclusive spirit. These stories reinforce that when we share and celebrate our unique backgrounds, we strengthen our connections and grow together.

In 2024, we were intentional about expanding the scope of our diversity initiatives, ensuring a broader range of perspectives and traditions were

represented. The goal wasn't just to acknowledge different cultures but to create meaningful opportunities for learning, engagement, and unity.

At Ivy, diversity isn't just about what makes us different, it's what connects us and makes us stronger.



Ivy Cares for Equity

Equity at Ivy: Creating Opportunities for All

At Ivy Technology, equity means building a workplace where every individual has the opportunity to grow, thrive, and succeed - regardless of background, gender, or role. Fairness isn't just a principle we uphold today; it's a foundation for shaping a more inclusive future.

We are committed to breaking down barriers, amplifying underrepresented voices, and ensuring that success is driven by talent and effort alone. Gender equity remains a key priority, as we believe all employees deserve equal access to opportunities, recognition, and a supportive environment. This commitment is reflected in our leadership programs, unbiased hiring practices, and mentorship initiatives - all designed to create lasting impact.

In 2024, we strengthened our equity efforts across multiple levels. We continued to highlight and support the advancement of women at Ivy through leadership development and global communications. During International Women's Day, we didn't just celebrate our female colleagues - we launched an education campaign to encourage meaningful conversations around visibility, career growth, and inclusion.

At Ivy, equity is never one-sided. In November, we recognized Men's Health Awareness Month by sharing resources focused on physical and mental well-being, acknowledging the unique challenges men face. Throughout the year, we integrated global awareness days into our internal communications, spotlighting causes that promote equity for

people from all backgrounds. Some sites even hosted workshops to facilitate deeper discussions at a local level.

We also enhanced our leadership development programs to reflect inclusive values and support diverse career paths. Recognition remains a core part of our culture - our Extra Mile Awards celebrate outstanding contributions at all levels, while our Anniversary Celebrations honor employees for their long-term impact, no matter their role or location.

Beyond our own workplace, we put equity into action. Ivy and its employees actively support organizations dedicated to social justice and equal opportunity through donations, volunteering, and a shared commitment to making a difference.

At Ivy, equity isn't just an initiative it's a promise to create an environment where everyone has the chance to succeed.



Extra Mile Awards

- US FIS (Robotics) -



Rodrigo Jimenez Romero

Rodrigo took on the significant responsibility of leading and managing the site for the Opex team on AVP1 during February, overseeing the installation of six Sort XL machines. He and his crew dedicated three weeks, working 60 hours per week, and successfully completed the project on time with a 100% success rate.



Ivy Cares for Inclusion

Inclusion at Ivy: A Culture of Belonging & Contribution

At Ivy Technology, inclusion means that everyone has a voice, a role, and the opportunity to make a meaningful impact. We strive to create an environment where both individual contributions and collective efforts are equally valued - ensuring that every employee feels seen, heard, and appreciated.

This commitment is reflected in our initiatives, where colleagues regularly come together to support those in need and celebrate the dedication of our teams. In 2024, inclusion wasn't just something we spoke about - it was something we put into action.

During Ivy Charity Month, we rallied together to support local communities by donating food, clothing, and essential items to retirement homes, children's shelters, and animal rescue centers. As part of our Back-to-School campaign, we provided school bags and supplies to children in need, giving them a confident start to the academic year. Our voluntary blood donation drives were another powerful example of inclusion in action - demonstrating the strength of collective compassion and the impact we can make when we come together.

We also recognize that well-being - both physical and emotional - flourishes in a supportive community. That's why we actively participated in global awareness efforts like World Cancer Day, Breast Cancer Awareness Month, and Movember. Through educational materials, local events, and symbolic activities such as Pink Day, we raised awareness and

reinforced the importance of prevention, care, and solidarity.

Employee recognition remains a core part of our inclusive culture. Employee Appreciation Day and our Anniversary Celebrations highlight that every team member, regardless of role or location, is valued for their contributions.

Inclusion is also embedded in how we communicate. Town hall meetings, open feedback channels, and our CEO's annual site visits ensure that employees whether on the production floor or in the office have the same opportunity to share their perspectives and be heard.

At Ivy, inclusion isn't just about working together - it's about listening, supporting, and building a culture where everyone belongs.



Health & Safety I.

Enhancing Health & Safety: Ivy Technology's Use of Avetta Certification

As part of its commitment to sustainability and responsible business practices, Ivy Technology has implemented Avetta's health and safety certification program across its sites and field service operations. This initiative ensures that Ivy Technology maintains the highest standards of workplace safety, compliance, and operational efficiency.

Strengthening Safety Compliance

By leveraging Avetta's comprehensive training and certification, Ivy Technology ensures that they comply with industry-leading health and safety regulations. This proactive approach helps mitigate workplace risks, reducing accidents and ensuring adherence to global safety standards.

Protecting Employee Well-being

Investing in structured health and safety programs fosters a safer work environment, leading to lower injury rates, improved well-being, and increased productivity. Employees

trained through Avetta's system are better equipped to identify hazards and implement preventative measures, creating a culture of safety within Ivy Technology.

Building Client Confidence

Our global partners expect high safety standards from service providers. By integrating Avetta's certification, Ivy Technology demonstrates its commitment to best practices in safety management, strengthening client relationships and reinforcing trust in their operations.

Driving Operational Efficiency

Well-trained operatives contribute to fewer disruptions, improved response times, and enhanced service reliability. Through Avetta, Ivy Technology streamlines safety procedures, reducing downtime caused by accidents or compliance issues and optimizing overall operational performance.

Commitment to Sustainable Growth

Ensuring workplace safety aligns with Ivy Technology's broader sustainability goals. By prioritizing the health & safety of its workforce,

Ivy Technology fosters a responsible, ethical, and sustainable work environment, reinforcing its leadership in the industry.



Through the adoption of Avetta's health and safety certification, Ivy Technology continues to enhance the safety, compliance, and efficiency of its field service operations, solidifying its commitment to excellence and sustainability.

Health & Safety II.

Strengthening Field Service Safety: The Value of OSHA 30 and NEBOSH Certifications

At Ivy Technology, ensuring the health and safety of our field service teams is a top priority. To reinforce our commitment to global safety standards, Ivy Technology has adopted OSHA 30 and NEBOSH certifications as key components of our workforce training and compliance strategy. These internationally recognized safety certifications play a crucial role in protecting employees, improving operational efficiency, and strengthening client confidence.

Ensuring Compliance with Global Safety Standards

With OSHA 30 being a widely recognized safety certification in the United States and NEBOSH holding global credibility, particularly in Europe and the UK, Ivy Technology ensures compliance with local and international safety regulations. This minimizes the risk of fines, legal challenges, and project delays, allowing us to operate seamlessly across multiple regions and industries.

Reducing Workplace Accidents & Enhancing Safety

By equipping our field service personnel with advanced training in hazard identification, risk management, and emergency response, OSHA 30 and NEBOSH certifications help reduce workplace injuries. Fewer accidents lead to lower downtime, reduced medical costs, and greater employee well-being, reinforcing a strong safety culture across our operations.

Increasing Operational Efficiency

Well-trained field service teams contribute to faster project completion and improved service reliability. With OSHA 30 and NEBOSH training, employees are better equipped to handle equipment, navigate hazardous environments, and implement best safety practices, reducing operational disruptions and increasing efficiency.



Boosting Client Confidence & Business Growth

Many global companies and key partners, prioritize working with safety-certified vendors. By integrating OSHA 30 and NEBOSH certifications into our operations, Ivy Technology strengthens its credibility, trust, and eligibility for high-value contracts. These certifications demonstrate our commitment to best-in-class safety management, making us a preferred service provider in high-risk environments like data centers, logistics hubs, and advanced manufacturing facilities.

Commitment to Sustainability & Safety Excellence

Integrating OSHA 30 and NEBOSH certifications into Ivy Technology's field service operations aligns with our broader sustainability goals. By reducing workplace risks, ensuring legal compliance, and improving workforce protection, we create a safer, more responsible, and efficient working environment.

Fostering Employee Well-Being & Retention

A strong commitment to workplace safety is also key to employee satisfaction and retention. By prioritizing safety certifications, Ivy Technology demonstrates care for employee welfare, leading to a more engaged workforce and lower turnover. These credentials also enhance our employees' career growth opportunities, providing them with internationally recognized qualifications.



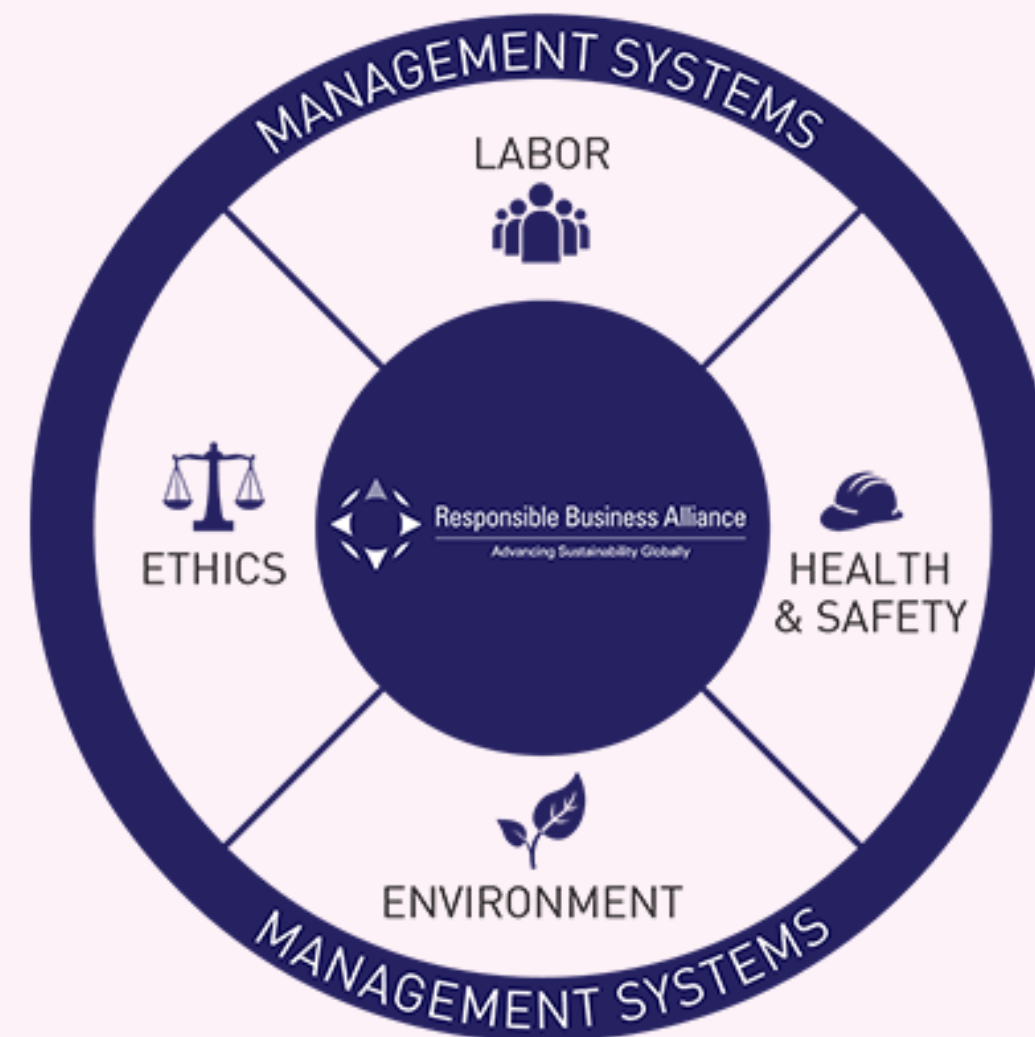
Through this initiative, Ivy Technology continues to lead in field service excellence, ensuring that safety remains a cornerstone of our sustainability strategy and business operations.

Ethics I.

At Ivy Technology, corporate and social responsibility is deeply intertwined with ethical principles, forming the bedrock of its operations. Ethical considerations permeate every aspect of the company’s decision making process, from product development to supply chain management and community engagement.

Ivy Technology recognizes its obligation to uphold moral standards in its interactions with its stakeholders and its employees through training, customers, and the environment. It is this commitment that is reflected in transparent business practices such as the willingness to complete RBA self-assessments, following fair labor standards, and sustainable initiatives.

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



Ivy Technology adopts RBA Code of Conduct in UK

The Responsible Business Alliance (RBA) Code of Conduct establishes standards to ensure that working conditions in the electronics industry or industries in which electronics is a key component and its supply chains are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.

The Code was voluntarily adopted by our facility in Coventry, UK and subsequently applied by that business to its supply chain and

subcontractors, including providers of contract labor.

An **“Outstanding”** score of **98.8%** indicates that the Management System has been examined under the guidelines of the checklist and that the system exceeds requirements. The site has been innovative in this area.

SECTION	RBA AUDIT SECTIONS	MAX SCORE EACH SECTION	ACTUAL SCORE EACH SECTION	ACTUAL % EACH SECTION	GOAL % EACH SECTION
LABOR	Labor	155	154	99.4%	90%
LABOR MS	Labor Management System	145	142	97.9%	90%
OHS	Occupational Health & Safety	90	90	100.0%	90%
OHS MS	OHS Management System	35	35	100.0%	90%
ENV	Environment	65	63	96.9%	90%
EMS	Environmental Management Sys.	25	25	100.0%	90%
ETHICS	Ethics	55	54	98.2%	90%
ETHICS MS	Ethics Management System	25	24	96.0%	90%
RESULTS		570	563	98.8%	90%

Ethics II.

Anti-Corruption & Bribery

Ivy has established controls to ensure compliance with all applicable Anti-Corruption and Bribery regulations and ensure that the company's business is conducted in a socially responsible manner.

We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate, and implementing and enforcing effective systems to counter bribery.



Responsible Information Management

Managing information securely is a critical business process for Ivy, and ensures that our core and supporting business processes continue to operate with minimal disruptions. All information that is created, processed, used, and transmitted by the company has absolute integrity.

Our main manufacturing locations have an Information Security Management System (ISMS) that is third-party certified with the internationally recognized standard ISO 27001.

Ethics III.

ISO 27001 & Ivy Technology's Commitment to **Information Security**

In line with Ivy Technology's dedication to sustainable and responsible business practices, achieving and maintaining ISO 27001 certification is a cornerstone of our information security strategy. This internationally recognized standard for Information Security Management Systems (ISMS) allows us to:



Protect sensitive customer data: intellectual property, and confidential repair records.

Enhance customer trust and credibility: meeting the data protection requirements of global clients and regulatory bodies.

Mitigate cybersecurity risks: ensuring business continuity and resilience against data breaches and cyberattacks.



















Comply with international standards: including GDPR and other regional data protection regulations.

Drive operational efficiency: reducing the risk of costly security incidents and improving internal data management practices.

By adhering to ISO 27001, Ivy Technology reinforces its commitment to data security, customer satisfaction, and sustainable growth, while positioning itself as a trusted partner in the global technology services industry.



Ethics IV. Site Certifications

Region	Country	Location							
			ISO 9001 QMS	TL 9000 ITC QMS	ISO 13485 Medical QMS	ISO 27001 Info Security	ISO 14001 EMS	ISO 45001 H&S	ISO 50001 Energy Eff.
Europe		Amsterdam	✓			⌚	✓	✓	
		Bydgoszcz	✓			✓	✓	✓	
		Coventry	✓			⌚	✓	✓	
		Szombathely	✓		✓	✓	✓	✓	✓
Americas		Houston	✓			⌚			
		Louisville	✓		✓	✓			
		Plano	✓	✓		⌚			
		Toronto	✓			⌚			
		Valinhos	✓						
Asia		Penang	✓				✓		
		Suzhou	✓				✓		

Legend:

✓ = certified

⌚ = in 2025

Sustainable Procurement I.

Optimising Supply Chains for a Sustainable Future

At Ivy Technology, supply chain efficiency and sustainability are key to our long-term success. In 2024, we advanced our commitment to responsible sourcing and operational excellence through supply base rationalisation and consolidation. By reducing the number of suppliers and strengthening strategic partnerships, we enhance cost efficiency, quality control, resilience, and environmental responsibility.

Driving Efficiency & Cost Savings

Streamlining our supply base allows us to lower procurement and administrative costs, negotiate better pricing, and optimise logistics. By working with a smaller pool of high-quality suppliers, we can reduce waste, increase efficiency, and minimise our carbon footprint.

Enhancing Quality & Compliance

Focusing on fewer, stronger supplier relationships ensures higher product quality, improved compliance, and better alignment with industry standards. This approach allows us to maintain consistency across operations while adhering to global sustainability regulations.

Strengthening Resilience & Reducing Risk

By consolidating suppliers, we reduce the risk of supply chain disruptions, compliance failures, and operational inefficiencies. A more transparent and manageable supplier network improves our ability to monitor performance and respond quickly to challenges.

A Strategic Move for a Sustainable Future

Supply base consolidation is more than an operational change—it is a key part of Ivy Technology's sustainability strategy. By streamlining our supplier network, we drive efficiency, resilience, and responsible sourcing, positioning Ivy Technology as a leader in sustainable supply chain management.

Aligning with Sustainability Goals

Optimizing our supplier base also supports Ivy Technology's ESG commitments, helping us:

- Select suppliers with strong environmental and social responsibility policies.
- Reduce transportation emissions through logistics optimization.
- Improve sustainability reporting and regulatory compliance.



Sustainable Procurement II. Ivy Poland Move to Airbags

In the ever-evolving landscape of packaging solutions, Ivy is constantly seeking ways to enhance efficiency, sustainability, and cost-effectiveness. One notable trend is the shift from Expanded Polyethylene (EPE) foam to Airbag packaging at our Bydgoszcz site in Poland.



The switch from EPE foam packaging to Airbag packaging offers numerous benefits, including enhanced environmental sustainability, cost and space efficiency, superior protection, ease of use, versatility, and improved brand image. As businesses strive to meet the demands of modern logistics and environmentally conscious consumers, Airbag packaging stands out as a forward-thinking solution that aligns with these goals.



Embracing this innovative packaging method not only contributes to a greener planet but also bolsters Ivy's operational efficiency and customer satisfaction.

For more details see ivytech.com/news-and-insights/bydgoszcz-move-to-airbags



Executive Message from David Harrison

As we close the chapter on 2024, I am proud to reflect on another year of significant progress and commitment to sustainability at Ivy Technology. Guided by our unwavering dedication to creating a positive impact on our planet and communities, we have continued to deliver on our environmental, social, and governance (ESG) goals while preparing for the challenges and opportunities ahead.

We have demonstrated our commitment to the principles of the Responsible Business Alliance (RBA) by upholding the highest standards of ethical business practices, environmental stewardship, and social responsibility across our operations. This commitment drives us to continuously enhance our sustainability initiatives and deliver meaningful results.

In reducing our environmental footprint, we made significant strides in sustainable packaging. We successfully transitioned from using Expanded Polyethylene (EPE) foam to Airbag packaging, a solution that not only improves recyclability but also minimizes waste, aligning with our goal of promoting a circular economy. Additionally, our Plano facility underwent significant upgrades, including the installation of energy-efficient LED lighting and the refurbishment of its HVAC systems to enhance energy performance and reduce emissions. These actions are part of our broader transformation initiatives aimed at reducing Scope 2 emissions across all Ivy sites, bringing us closer to our net-zero aspirations.

In preparation for the Corporate Sustainability Reporting Directive (CSRD), which is currently planned to take effect in 2026 for 2025 data, we have invested in an advanced ESG platform to streamline and enhance our data collection and reporting capabilities. This tool will ensure that we meet the stringent requirements of the directive and continue to provide transparent, accurate, and impactful reporting on our sustainability performance.

Our people are at the heart of our sustainability journey, and we are proud to have invested in their growth and expertise this year. We have employees who have pursued qualifications in business sustainability, enabling them to lead and innovate within this critical space, and looking ahead, Ivy Technology is developing a comprehensive, internal, sustainability training program for 2025.

Designed with multiple layers, this initiative will bring greater depth to our organization, equipping our teams with the knowledge and skills needed to drive meaningful and lasting change.

Looking ahead to 2025, we are sharpening our focus on ESG reporting in line with the CSRD framework. This will be a pivotal year as we refine our processes, engage with stakeholders, and continue to embed ESG principles across our global operations. By aligning our efforts with these new reporting standards, we will further solidify Ivy Technology's position as a sustainability leader in our industry.

I want to extend my deepest gratitude to our employees, partners, and stakeholders for their continued support and dedication to our shared mission. Together, we are building a more sustainable and resilient future - one step, one initiative, and one achievement at a time.

Here's to a brighter, greener tomorrow.

