



2020

Environmental, Social and Governance (ESG) & Data Security Report



ERI

People. Planet. Privacy.™

ERI is the largest fully integrated electronics and IT asset disposition provider and cybersecurity-focused hardware destruction company in the United States.

ERI holds the highest level of certifications available for both data destruction and responsible recycling, being the only provider to have all 8 U.S. facilities certified by NAID, e-Stewards, and R2.

This report represents ERI's commitment to sustainability and data security and has been prepared in accordance with the GRI Standards: Core option. Unless otherwise stated, data in this report represents the calendar year 2020 and will be used to assess ERI's performance and commitment to our people, the planet, and your privacy.

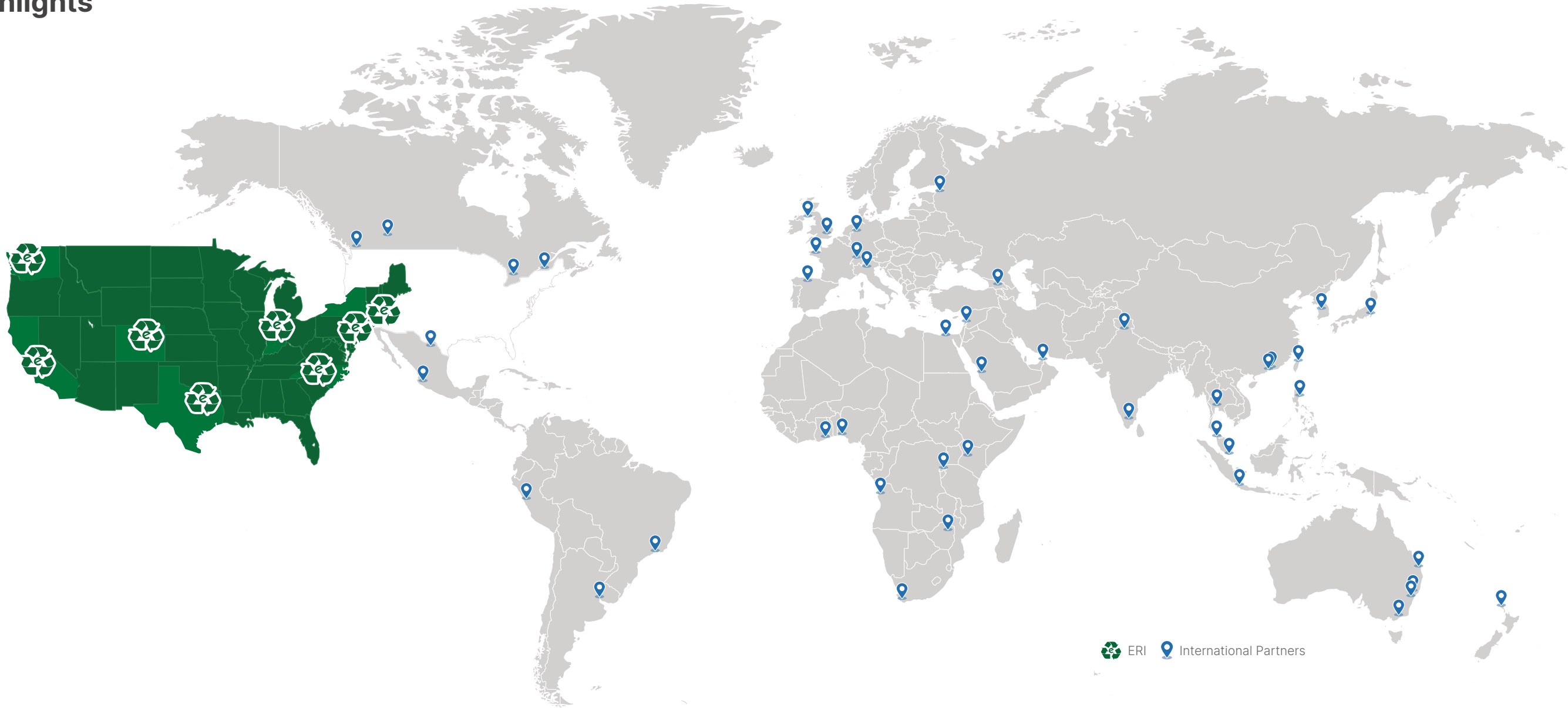
This report will be updated annually and distributed to all ERI stakeholders and customers as part of our commitment to excellence and transparency.

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INTRODUCTION

2020 Highlights



ERI's Footprint



Countries Served:
130



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

We Are ERI



Number of Employees:
750+



Hours of Training Undergone:
4,000+

Commitment to Excellence




Environmental Compliance Breaches: **0**




Data Security Compliance Breaches: **0**

Innovation




First US E-Waste Company to Deploy **2** Robots Utilizing Artificial Intelligence (AI)




25+ Circular Innovative Initiatives


The Environment



Over **115 million lbs.** of Equipment Collected



Over **4 million lbs.** for Beneficial Reuse



Nearly **100 million lbs.** of Commodities Reintroduced into the Economy

Carbon Impact



Over **50 million lbs.** of CO₂e



Over **1.25 billion lbs.** of CO₂e Prevented



“The quest to get people to save the planet has to include the promise they are also saving themselves. And that is why the growing trends of ESG and Cybersecurity have created a massive opportunity for ERI in the years ahead.

John S. Shegerian
Chairman and CEO

Dear Stakeholders, Friends, Family, and Supporters of the Environment,

In our day-to-day work with many of the world’s largest brands who turn to ERI to help them achieve both their sustainability and cybersecurity/data destruction goals, we know that shared Environmental, Social and Governance (ESG) efforts are finally receiving the level of attention and focus they deserve across all industries – now more than ever.

But if there’s one thing I hope you take away from this document, it’s that ESG is *not* a passing trend. Rather, it’s our very reason for being and has been our base DNA and the beating heart at the center of everything we have done at ERI since we founded the company in 2002.

Beyond ERI, ESG is the driver for success that every company in every industry simply must come to terms with embracing. One of the many facts that I’m most proud of at ERI is how we’re helping companies achieve their Circular Economy and ESG goals.

Our new proprietary ESG Impact Report and Calculator within ERI’s Optech™ software launched earlier this year is just the latest game-changing innovation by ERI – further demonstrating our commitment to people, the planet, and privacy. We understand that this tool is critically needed right now, and we are excited to be the first in our industry to provide it. From pickup to final disposition, we track each piece of electronics that comes through ERI with our proprietary Optech™ software. Now, with ERI’s ESG Impact Report and Calculator, our customers and partners can have what we call “radical transparency” on how the electronics they bring to ERI are positively impacting the environment – and how their actions are helping them to achieve their own ESG goals.

ESG DNA

When my co-founding partners and I launched ERI in 2002, we wanted to solve the big and growing problem of electronic waste – the unintended consequence of the technological revolution. E-waste at that time was (and still is) the fastest growing solid waste stream in the world, and much of it was being landfilled. It was also unscrupulously being shipped off shore to emerging economies around the world and causing tremendous environmental harm while jeopardizing human rights as well. We launched our first facility in Fresno, California with the promise to responsibly and efficiently dismantle electronics all on site – sending

nothing to landfills and repurposing all the commodities in these unwanted electronic devices for beneficial re-use. In our first month of business, we recycled approximately 10,000 pounds of electronic waste. We were thrilled. “We’re onto something,” we said. “Potentially something big.” And we were.

Fast-forward 17 years later to today, and last month we recycled about 20 million pounds of electronic waste. In our eight facilities and 11 buildings across America, we now have over a thousand employees, and we’re the largest e-waste recycling company in North America. We are also the leaders in acknowledging that e-waste is more than a sustainability issue; it’s a data security and cybersecurity issue as well.

We weren’t using the term “ESG” back in ’05, but it has always been front and center at ERI. We were – and continue to be – on a mission to make the world a better place by keeping toxins out of landfills, keeping people’s data private and safe, and doing everything in a zero-waste, zero-landfill, zero-emissions way.

On the wall here at ERI and in the signature block at the bottom of every email we send out are the company’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.

ESG is inextricably linked to each of these tenets and I believe it has been a key to our year-over-year growth and success as an organization and as an environmental and social steward.

Our Foundational Team and Culture

You can’t succeed in the ESG space without building and retaining a team of intelligent, energetic and high integrity individuals. Starting with our four founders and our 25 leading executives, and ultimately every working ERI team member at each of our locations across the country, we have built a corporate culture that has proven to be unstoppable.

Our leadership understands that whatever we accomplish is made possible by our talented, dedicated people.

INTRODUCTION

From the Chairman & CEO

Fulfilling our “protecting the planet, people and privacy” mission requires highly skilled employees to be fully engaged in solving some of the world’s toughest environmental challenges. We provide support for our workforce through wide-ranging opportunities for training, leadership development and well-being. We work every day to build a diverse, equitable and inclusive culture at ERI where everyone is valued and heard, and we continue to make steady and measurable progress across our workforce, management, corporate leadership and board of directors.

Our company’s commitment to diversity and inclusion goes well beyond traditional definitions of this critical social construct. It can be seen in our richly diverse overall team, as well as in the number of women who have advanced into C-level leadership positions. At ERI our positions of President & Chief Revenue Officer, Senior Vice President of Human Relations, VP of Finance and Chief of Staff are all held by women. This is a direct result of our unwavering commitment to gender diversity and is a remarkable achievement in our industry. ERI also embraces important principles of social equality, including gender pay equity, and wages above the industry statutory standard.

Strategic Partnerships as a Competitive Advantage

In 2009, ERI embarked on a revolutionary strategic partnership with LSNC of South Korea (lsnikko.com/english), the second largest copper and precious metal smelter in the world. LSNC invested millions of dollars into ERI and has sat on our Board of Directors since 2009. ERI sends them all our printed circuit boards (PCBs) and precious metals.

In March 2011, Alcoa (alcoa.com), one of the world’s largest producers of aluminum replicated the same type of relationship with ERI and invested millions of dollars and has sat on our Board since then as well.

And in March of this year, JB Straubel, the co-founder of Tesla and founder of Redwood Materials, invested millions of dollars into ERI and also joined our Board. Redwood now receives all our batteries and solar shred materials for responsible recycling.

These strategic partnerships are unique to ERI. No other recycler on the planet has the expertise on its Board or the downstream radical transparency that ERI now has. It is a competitive advantage that we enjoy and utilize every day. And we are planning on more of these relationships to come in the years ahead.

Resilience through Innovation

Just as ERI was born to solve the problem of the mounting glut of e-waste, so too are we dedicated to continue solving a host of other challenges – through innovation.

In 2008, 2009 and 2010 we proprietarily built the world’s largest and most efficient electronic waste shredders. These machines not only changed how sophisticated our industry would become, they also consistently create the most “liberated” commodities in our entire industry.

In 2016, we were the first company in our industry to leverage A.I. and robotic technologies in our industry. These proprietary robotic technologies called “SAM” and “ERNIE” are a huge competitive advantage, much like our shredders and strategic investors are as well.

The hardware hacking of private personal and business data is a problem of epic proportions. In 2015, cybercriminals successfully stole three trillion dollars. In 2020 that number had risen to 6 trillion dollars. Sadly, the old adage of “crime doesn’t pay” doesn’t hold up in the cybercrime business. ERI destroys all the data that lurks within the electronic hardware devices we receive and we are currently leading the nation in cybersecurity-focused hardware and data destruction.

The 4G to 5G switchover will render millions of devices instantly obsolete. And 5G to 6G is not far behind. We’ve been planning for this “digital tsunami” for years and are already seeing our volumes increase.

The last mile of e-waste recycling – solar panels and lithium-ion batteries – once considered impossible to recycle – are now a part of ERI’s suite of day-to-day offered service, thanks to a radically transparent partnership with Redwood Materials.

Even the global COVID pandemic couldn’t stop us. In the face of a crisis that shut down companies from every industry, ERI soldiered forward as an essential business, never stopping our critical work diverting e-waste from landfills, never losing a single employee’s life to COVID, and doubling down on our commitments to planet, people and privacy by enhancing our popular box program. The box program protects data, is fully trackable, and is a safe, contactless and sustainable service that allows businesses and consumers to easily recycle their electronics from their homes or offices fast, safely and easily without the inconvenience of ever leaving.

At the peak of the pandemic, our box program grew exponentially as we met a critical need – and helped businesses achieve their ESG objectives even during the worst of times.

These are just a few of the hundreds of examples of how we have harnessed and embraced innovation as a means to bring ESG success into businesses and homes across every state and zip code in this beautiful country.

A New Gold Standard

So what’s next? The ESG Report and Calculator I described above – and that is covered in greater detail in this document – is a genuine gamechanger. Developed using our proprietary Optech™ tracking system in conjunction with the Electronics Environmental Benefits Calculator (EEBC), our 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 short, we are providing our customers and partners with hard statistical evidence of their ESG efforts and giving them something to truly be proud of. It’s transparent, traceable and transactional. A triple threat that is unbeatable.

A Bright Future

The facts and science point to a bright future for our industry and ERI specifically.

Two key facts: First, according to the United Nations (ewastemonitor.info), only 17% of all electronics that are sold and used on this planet are currently being responsibly recycled. That leaves a delta of opportunity of 83% for all responsible recyclers like ERI to go and capture in the years ahead.

Secondarily, electronic waste is no longer just the fastest growing solid waste stream in the world. It is now the fastest growing solid waste stream by a margin of *five times* greater than the second fastest growing solid waste stream. Many people ask me why this is happening. It is because electronics have become ubiquitous to our lives.

New automobiles are now computers on wheels, the internet of things such as Ring, Echo, Nest and wearables now make us hyper connected. All these gadgets and items must be responsibly recycled when they come to their end of use or life. And that is why ERI exists.

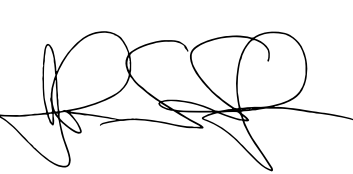
Last but not least, we are living through a generational and monumental shift on a worldwide level from a linear to a circular economy. It simply makes sense that if we want to expedite this shift to better serve the planet, electronic waste must be responsibly and successfully recycled on a widespread basis.

As I shared above, ESG is something ERI has been doing as part of our very DNA, but for many companies who are just now discovering the concept, a bright new future awaits. And ERI is here to help.

At ERI, we want to create a better world. We are challenging the status quo and taking decisive action now to create a sustainable future where communities can thrive, where equality is foundational, and where the environment is protected for future generations. It’s this type of passion and purpose that sets ERI apart. We’ve helped create an entire industry. And now, working with our customers, partners and colleagues, we look forward to continuing to make a profit and grow our shareholders’ value – all while making the world a better place.

We are grateful for your loyalty and support over the years.

Wishing you and your family a healthy and safe 2022,



John S. Shegerian
Chairman/CEO
ERI

INTRODUCTION

About ERI

E-waste remains the fastest growing solid waste stream globally.

Due to a number of societal factors, including the fact that new and improved technologies are regularly introduced, electronics are becoming obsolete at a rate faster than ever before. As a result, there are approximately 100 billion pounds of e-waste generated each year.

Unfortunately, it has been estimated that only approximately 17% of that e-waste is responsibly recycled globally. There is no reliable data on exactly what happens to the remaining 83% which is either landfilled, stockpiled, or exported to developing countries where it is improperly processed, posing environmental, humanitarian, and data privacy concerns.

ERI has been providing e-waste recycling services since 2002. ERI's core services include IT asset disposition, electronics recycling, data destruction, legislative compliance, data center services, and PV/ solar panel management.

In addition, ERI offers a host of ancillary services including on-site solutions, logistics solutions, mail back programs, battery management, remarketing, redeployment, and lease return solutions. 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 the social, environmental, and economic pillars of sustainability while also ensuring data privacy and compliance with all applicable laws.

ERI serves businesses large and small, from start-ups to the Fortune 100, as well as local, state, and federal government agencies from coast to coast and around the globe.

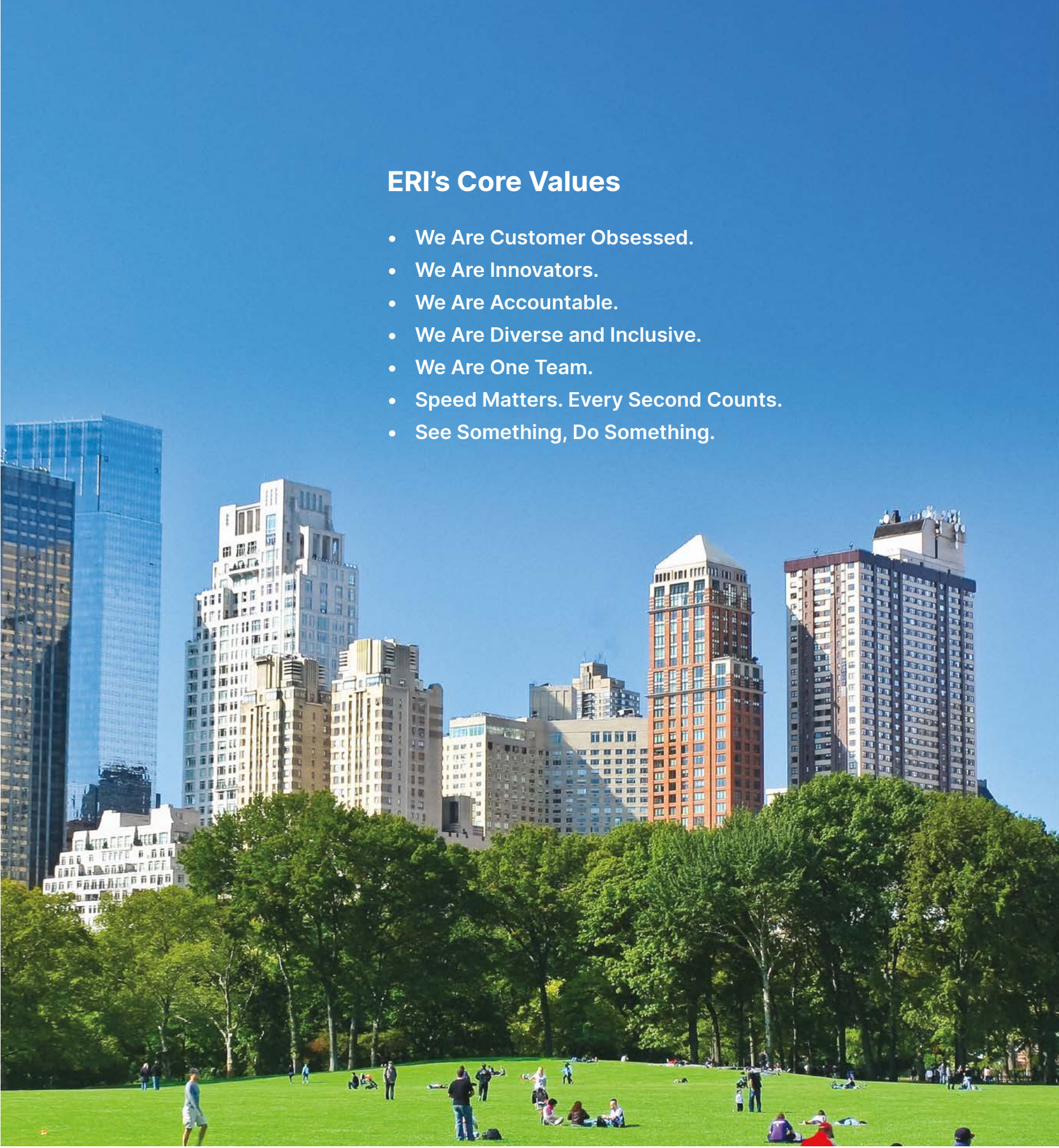


ERI services a wide array of industries with their unique challenges. Some of the industries we service include:

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

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.




INTRODUCTION

Leadership


ERI was founded in 2002 in Fresno, California and has since built a first 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 an accomplished and seasoned executive team.


Executive Team




Aaron Blum
Co-Founder, Chief Operating and Compliance Officer, Author




Anthony Borges
Vice President of Operational Revenue




Tyler Browning
General Counsel




Rich Calzada
Chief Technology Officer




Carol DeBellis
Senior Vice President of Human Resources




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




David Hirschler
Senior Director of Sustainability and Legislative Compliance



Linda Ramos
Chief of Staff




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




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


Board of Directors




Tae Sun Choi
Representative of LS-Nikko Copper, Inc.




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




Brendan M. Egan
Founder and CEO of Simple SEO Group, Co-Founder & CMO of Engage, Author




Kate Fazzini
CEO of Flore Albo Cybersecurity




Ron Gonen
Founder and CEO of Closed Loop Partners




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




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



Mark Stiffler
Vice President of the Asset Management Group for Alcoa



JB Straubel
Founder of Redwood Materials, former Co-Founder and CTO at Tesla



David Wang
Managing Director with TCW's Direct Lending and Alternative Products Groups



Despite the impact COVID-19 had on ERI and its customers in 2020, ERI still received over 118 million pounds of electronics across the United States and abroad. Since its founding, ERI has always had a zero-waste policy, attempting to ensure all material entering our doors is tested for reuse or properly recycled.

ERI focuses on maximizing resale and reuse value of electronic devices. In 2020, ERI sold over 4 million pounds of clean and refurbished electronics back into the marketplace.

ERI always encourages companies to participate in ERI's reuse program, which allows for an expanded lifespan of electronic devices while also economically benefiting ERI's customers.

This helps reduce greenhouse gas emissions by keeping electronics in the ecosystem rather than simply recycling them.

All ERI facilities are AAA-certified by the National Association for Information Destruction (NAID), the gold standard for data destruction and security. ERI destroys all data on any devices which are resold or repurposed.

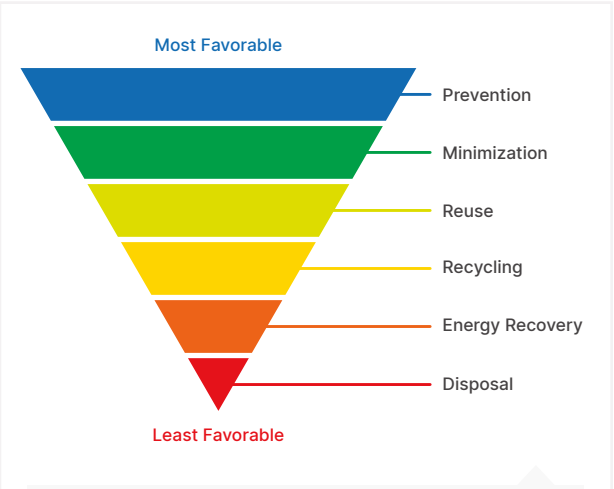


Any electronic devices that are deemed beyond economically viable for repairs or reuse, or ERI's customer does not want that device repaired or reused, are broken down to raw commodities and recycled.

ERI's facilities hold the highest certifications for sustainable recycling, including e-Stewards, NAID, R2, ISO 9001, ISO 14001, and ISO 45001.

On average, ERI produces just under 100 million pounds of raw commodities every year. These commodities help prevent natural resource depletion, labor exploitation, and deforestation across the globe. Through ERI's downstream partners, these commodities enter back into the supply chain for the production of new electronics and other devices.

ERI is the only e-waste recycler with three integrated downstream partners. LS-Nikko Copper, Alcoa, and Redwood Materials. These partners help ERI ensure raw commodities are safely transported, further processed, and refined to make their way back into the marketplace.



Whenever possible, ERI strives to follow the device hierarchy as shown above and prevent electronics from becoming obsolete, minimize the amount of electronics that are obsolete, reuse whole or parts of devices, properly recycle those at end of life, recover energy from devices, and as a last resort, dispose of any lingering parts which cannot be recycled. ERI facilities are zero landfill, which means we rarely have to resort to disposing of anything.



ERI's proprietary technologies produce resources from used electronics to help shift us from a linear to circular economy.

ENVIRONMENT

Carbon Footprint

GHG Savings by Reuse/Recycling

ERI is in the business of extending product and part lifetimes to reduce the need for new material extraction. We are here to do more with less, which is a core principle of sustaining human life within our planetary boundaries. ERI leverages its robust global collection network to increase the rate at which electronics are recycled, promote the circular economy, and increase consumer, business, and government electronic recycling rates to protect the environment.

In 2020, ERI recycled and reused 118 million pounds of electronics, equivalent to the annual garbage generation of 8,996 U.S. households. 1.27 billion pounds of CO₂e were prevented through ERI's recycling and reuse, which is nearly 25 times our own carbon footprint.

Greenhouse Gas Emissions (GHG) Inventory

While ERI's recycling and reuse dramatically reduces the carbon footprint of our clients, ERI's operations do have their own carbon footprint. In 2020, ERI performed its first formal quantification of the environmental impact of our operations through a Greenhouse Gas Emissions Inventory. This setup is part of ERI's corporate commitment to hold ourselves accountable for our footprint and encourage low-carbon innovations throughout our entire operations and supply chain.

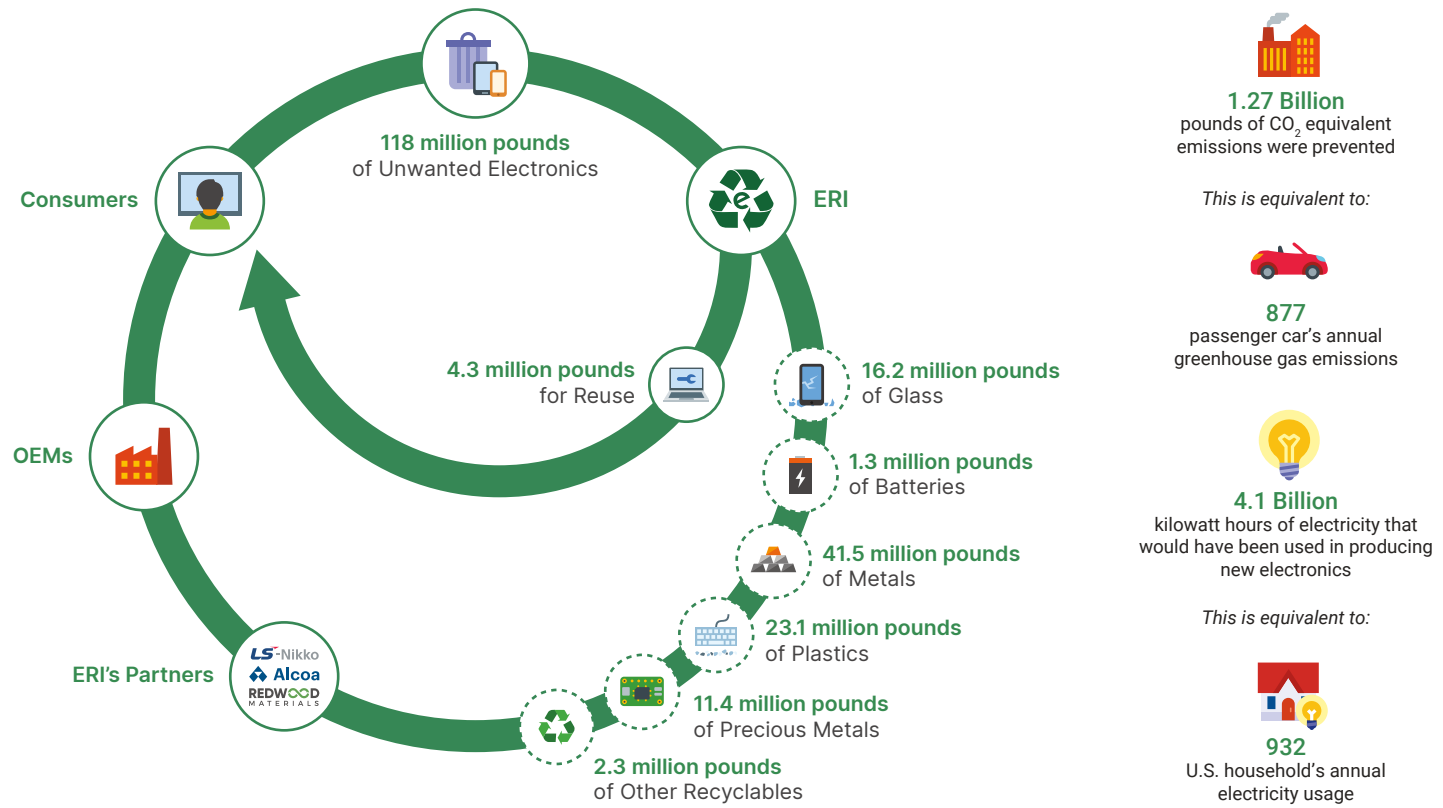
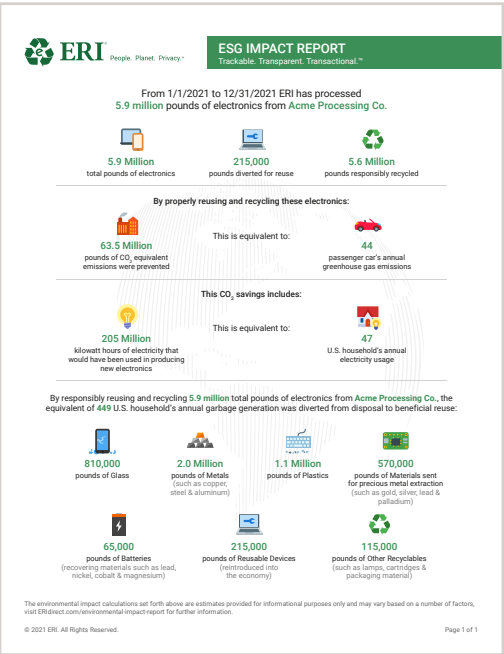
We recognize that creating a more sustainable planet is a key interest of both ERI as well as our customers. We are committed to doing our part in reducing our footprint so we can not only provide our customers with the carbon-friendly service they are seeking, but do so while having the smallest possible impact on the environment.

ESG Environmental Impact Report

ERI has launched the industry's first ESG Impact Report. This proprietary technology allows ERI customers to see the impact their recycling efforts are having on the environment and calculate their carbon offsets.

ERI's ESG Impact Report is integrated into Optech™, which allows customers to view real-time carbon emissions, savings, and landfill diversion. The information can also be exported into a one-page PDF report.

These metrics help not only ERI, but also ERI's customers to better understand how recycling and reusing electronics can have tremendous environmental impacts. For the first time ever, all this data is now fully trackable, transparent, and transactional.



ERI supports our customers to estimate their environmental impacts by reusing and recycling with ERI. We've incorporated the calculator into ERI's proprietary system Optech™ to provide easy access to this service. For more information, please see Page 34.



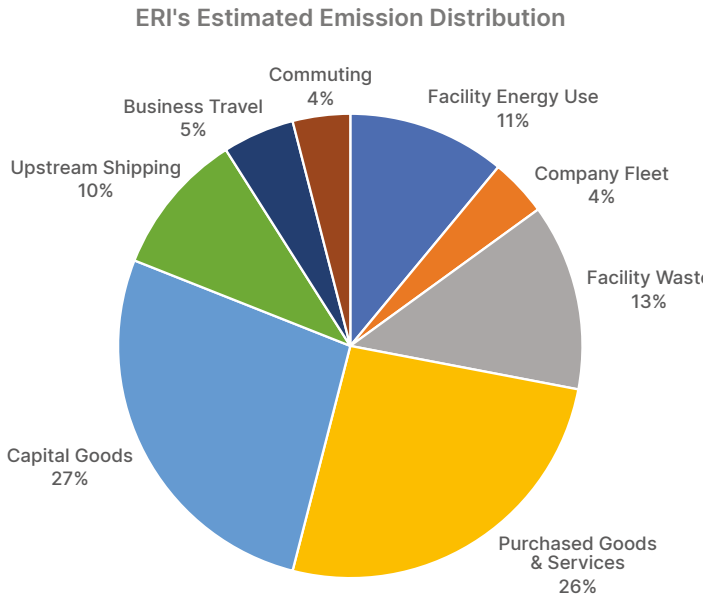


Despite disruptions in 2020 due to COVID-19, ERI was deemed an essential business and continued to serve customers around the globe. ERI continues to refine our environmental strategy to focus on the areas of greatest opportunity. ERI has been committed to the environment since its inception. Over 85% of ERI's carbon footprint lies in our value chain (scope 3), with 53% coming from third party goods and services we purchase.

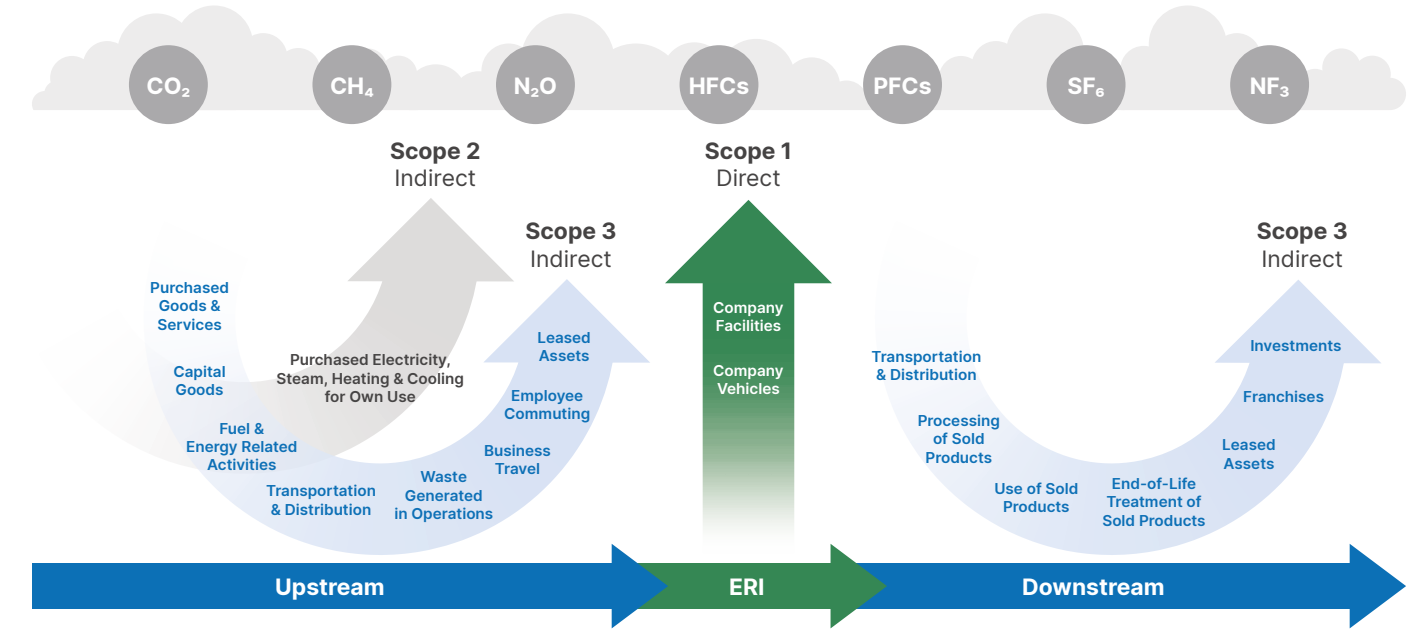
To minimize ERI's overall emissions from our operations, ERI has set a goal to collect and recycle an additional 1 billion pounds of electronics by the year 2030. This additional recycling and the carbon savings that comes with it will far offset any potential emissions generated from ERI during the process of recycling and reusing electronics.

ERI has an opportunity to not only improve our internal operations, but also work with our key suppliers to address our collective impact and develop stronger environmental expectations.

ERI's operational benefits of recycling and reusing electronic devices to keep them out of landfills far outweighs any operational carbon footprint. However, ERI continues to strive to make the planet a greener, more sustainable place for everyone, which is why ERI has set a goal of zero operational carbon emissions by 2030. ERI is also continuing to work with our clients, suppliers, and partners to further assist in their emission reductions.



Emissions ¹		Energy ²	
Scope 1	2,470,998 lbs. CO2e	Total MWhs	6,823
Scope 2	4,314,628 lbs. CO2e	MWhs per FTE	15.68
Scope 3	41,590,134 lbs. CO2e		
Total	111,209 lbs. CO2e per FTE		
Estimated Overall Reduction: 1.27 billion lbs.			



1 Other air emissions: None
Emissions of ozone depleting substances: None

2 Includes natural gas, propane, and electricity usage across eight facilities

Innovation & Improvements



Electric Forklifts

Over the last few years, ERI has been transitioning its propane-powered forklifts to fully electric models at several of its locations to reduce fuel consumption and to prepare for sourcing 100% renewable electricity in the future.

Currently, we have 75 total units and are immediately transitioning 38 of them to lithium-ion power and will replace an additional 20 when they reach the end of their lease, resulting in at least 75% of our total forklifts being electric.

This equipment is also intentionally leased to participate in and support the sharing economy as opposed to purchasing to own.

Lighting Retrofits

ERI supports our employees whenever there is an idea to improve ERI's business and operation. ERI's Operations Manager at North Carolina's facility, Trey Gibson, brought up the idea of replacing the metal-halide light fixtures with LED. Although COVID-19 has interrupted the schedule of the lighting conversion, roughly 73% of the lighting has been converted to LED. We encourage and reward all employees to propose ideas that can make ERI a better workplace and create better positive outcomes for our customers.

ERI has worked with landlords in multiple locations to convert lighting into energy efficiency modules. Four of ERI's facilities, including Plainfield, IN, Hollison, MA, FLower Mound, TX, and Aurora, CO, have already installed LED lighting.

ERI has one remaining facility with metal-halide lighting and is in the process of converting this facility to LED lighting in 2022.

Internal Waste Reduction

While the company is based on a circular economy model to generate secondary material back to the loop, we are also striving to improve internal operations to minimize waste. ERI utilizes vendors that supply reused supplies and recycled content. However, ERI also focuses on internal operational reuse.

Our circular economy plan has implemented a variety of programs including reusing 45% of pallets; reusing 65% of the Gaylord cardboard containers; reusing 95% of plastic bags from the electronics for battery packaging to send to downstream partners; reusing 100% of our drums and vermiculites if the quality still meets the standards from Department of Transportation; 100% of our supersacks and pallets are purchased used.

We strive to use recycled content in our corrugated containers and continue to explore more options to prolong the lifespan of the goods within our system.

100% of ERI's fleet are leased which enables us to use the most efficient freight technology

ERI has converted 75% of the warehouse forklifts into electric

97% of the warehouse lighting has been replaced with energy-efficient LEDs

100% of ERI leadership has focused on building a circular economy

100% of the supersacks and pallets we have purchased are used

With strategic reverse logistics, 70% of our shipments are backhaul

We have reused at least 65% of our corrugated boxes

Logistics

ERI's 8 facility locations nationwide have been carefully selected to both improve efficiency in logistics and in trucking. ERI is within 500 miles of almost every zip code in the United States. Our facilities, especially in Indiana, California, and Texas, are within common freight routes to increase our ability to efficiently use reverse logistics providers. With the advantage of these locations, ERI has been able to ensure that an estimated 70% of our third-party shipments are backhaul shipments which utilizes empty trucks returning from other shipments.

In addition, ERI has 3 facilities on the east coast of the U.S. and 2 facilities on the west coast to efficiently service high population centers. Therefore, ERI's fleet travels an average of under 260 miles per pickup. ERI also has a strong focus on ensuring efficient movement of goods on the fleet. While we understand that not all of our clients can fill a truck to its maximum capacity, our goal is always to efficiently load material in and out of our facilities.

As a result of these efforts, ERI's non-courier shipments exceed an average of 12,000 lbs. per load (including all truck sizes). ERI understands that the more efficiently a truck can be loaded, the less trucks are needed.

Fleet Fuel Management

ERI uses its fleet of approximately 30 vehicles to move products which includes a combination of semi-trucks, box trucks, and passenger vehicles. As part of our continued effort to support the sharing economy, ERI leases all of its fleet vehicles to ensure that we are not creating unnecessary waste as our business grows and our fleet needs change. As an additional benefit, by leasing our vehicles we tend to replace older, less efficient vehicles with newer models more regularly, so we can count on our fleet being as fuel efficient as possible.

We hope that by participating in this sharing economy we are sending market signals that encourage reuse and sharing business models over traditional cradle-to-grave models. ERI is also considering utilization of alternative fuel sources in the future as technologies improve.

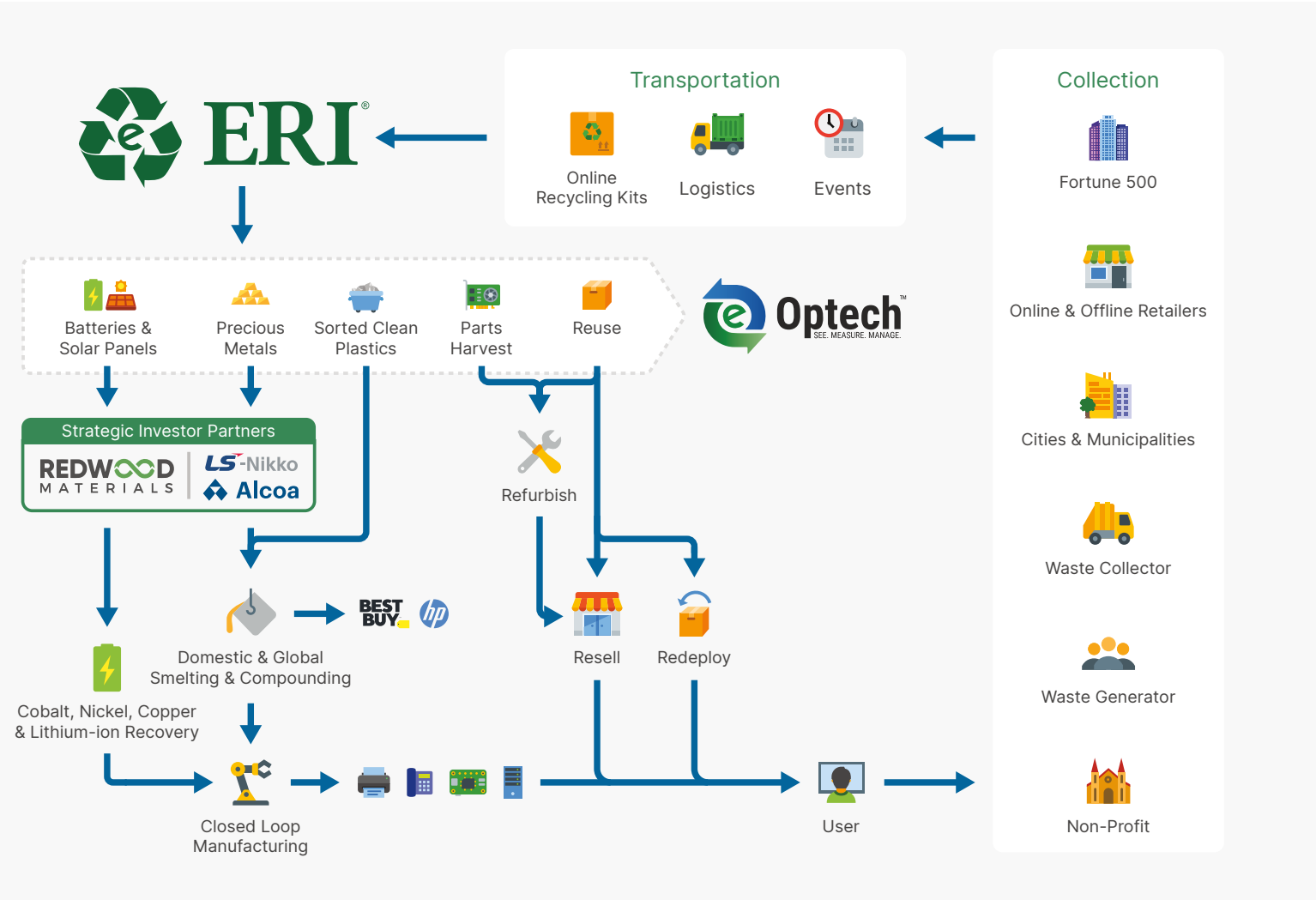
Total Gallons of Fuel Consumed by ERI's Fleet
80,099 Gallons

Average Distance Travelled Per Pickup
506 Miles Round Trip

Average Weight Per Truck
Non-Courier: 12,918 lbs.
ERI: 9,637 lbs.



Innovation in the Circular Economy



ERI has embraced the concept of the circular economy since our inception. We are passionate about growing our business while also improving the environment for ourselves and future generations.

While the services ERI provides all incorporate the circular economy, our cultural DNA is one that emphasizes continuous improvements.

In each aspect of the circular economy, we have identified how ERI can use our expertise to move toward a greener future.

“The mounting glut of e-waste, the need to protect private data, and the move by more and more businesses away from a linear and toward a circular economy are among the most critical and pressing issues in society today.

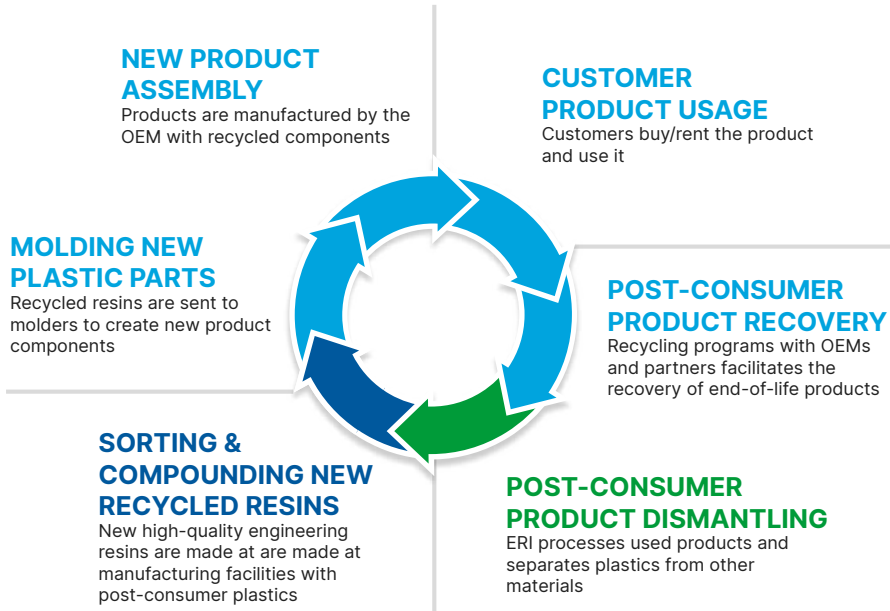
ERI has made it a priority to share best practices and a real-time example of how through innovation and collaboration, we can empower businesses to achieve their ESG and sustainability goals, protect people and the planet and grow our profits all at the same time.

John S. Shegerian
Chairman and CEO

Category	Circular Measure
Innovation and Strategy	<ul style="list-style-type: none">Purposely select processing location and collection networking partnersCo-design robotics and machine learning to protect front-line operators and increase the material's recovery rateStrategically partner with upstream and downstream organizations to secure the valued materials within the loopIncrease and expand recycling technology and capacity to capture emerging electronic wasteSupport advanced training to obtain the most up-to-date knowledge and experience that directly relates to ERI's development
Service	<ul style="list-style-type: none">Collaborate with local government, business, NGOs, schools to collect and process the materialsRefurbish the reusable electronics to extend their lifecycle based on service contract and share revenue with source clientsProvide Leasing Program for organizations to promote shared economy which they can utilize the technologies without owning the actual objectSupport corporates to donate refurbished electronics to the groups in needEnsure original equipment manufacturers (OEMs) clients to comply with regulations in all states, assist OEMs to increase products' reusability and recyclability
Operation	<ul style="list-style-type: none">Strictly comply with highest electronics recycling standards, information destruction criteria, and other environmental management certificatesReduce dependance on finite energy resourcesReuse facility supplies wherever economic feasible and applicableSelectively work with vendors that provide service as products to reduce dependency on single-used materialsRegular training for emergency occasions to ensure staff's safety
Engagement	<ul style="list-style-type: none">Weekly internal newsletters to promote news on circular business, upcoming sustainability events, and educational materialsCommunicate with vendors and associations that support facility supply reuse programEncourage clients to reuse and refurbish the products that still present valueConstantly explore potential partners that support material recovery systemVigorously attending conferences in different scales to stimulate circular economy discussionDedicated in conversations with ERI investors to discover the opportunities of circular systemInterview independent thinkers and thought leaders to identify societal issue and solutions

Closed Loop Supply Chain for Plastics

ERI has successfully created a closed loop supply chain for plastics through strategic partnerships to decrease the consumption of our limited natural resources. In 2020, ERI processed over 464,000 pounds of shredded plastics which were circulated back into the manufacturing process and made into new keyboards, desk phones, and printers. All the materials were crushed, clean sorted, and palletized. ERI is always looking for more like-minded partners to join in helping us maximize the value of materials while also offering unique solutions to beneficially reuse raw commodities such as plastic.



Using Artificial Intelligence & Robotics to Improve Safety & Efficiency



ERNIE

ERI's latest innovation in recycling brings us a new world class, state-of-the-art proprietary flat screen dismantling system, allowing for safe and efficient recycling of flat panel televisions.

In August 2020, we installed Electronic Recyclers Next Innovative Efficiency, nicknamed ERNIE, in Plainfield, Indiana.

It can automatically handle all the hazards of flat screens, further protecting our on-site staff and the environment while reducing costs to process the material. ERNIE is just one example of ERI's drive to process electronics in a safe and efficient matter while preserving the environment.

Through this groundbreaking innovation, ERI is able to protect its employees from injuries while improving flat-screen monitor dismantling efficiency. The entire operation is self-contained which minimizes dust and prevents any environmental contamination. Through more effective dismantling, ERI is also able to produce higher quality, better sorted raw commodities.

Employees who previously dismantled flat panels were retrained to work on other tasks such as parts harvesting, device sorting and repair, and data destruction.



SAM

ERI's Super Automated Machine, nicknamed SAM, is our newest robot which incorporates artificial intelligence (AI) to automate the process of material separation and produce cleaner commodity streams than if processed by hand.

SAM uses optical AI to constantly learn about materials on a conveyor belt which come from ERI's shredders. SAM is able to then pick and sort the materials into plastics, metals, glass, and other commodity streams and further liberate the commodities from their debris.

SAM's constant learning gets better and better with time and is currently being deployed in additional ERI facilities across the nation.

Watch a video of ERI's two robots, SAM and ERNIE, in action by visiting ERIdirect.com/sam-and-ernie

Downstream Management for Responsible Recycling

Supporting the Circular Economy

In order to truly support the circular economy, ERI carefully tracks the movement of its materials and commodities once they leave our facilities. ERI only utilizes recycling services and downstream partners certified by specific organizations that meet or exceed our own rigorous requirements, audits, and approval processes.

This ensures compliance with all relevant health, safety, security, and environmental legislation. ERI maintains a register of permits and license details for all our waste carriers, processors, recyclers, and commodity companies that we work with.

While ERI is a zero landfill company, it is inevitable to generate some waste during the sorting and recycling process. ERI reduces waste generation in every way possible by reusing facility supplies and working with our downstream partners to process materials like cardboard boxes and pallets to properly recycle any waste generated into a new material stream of paper products.

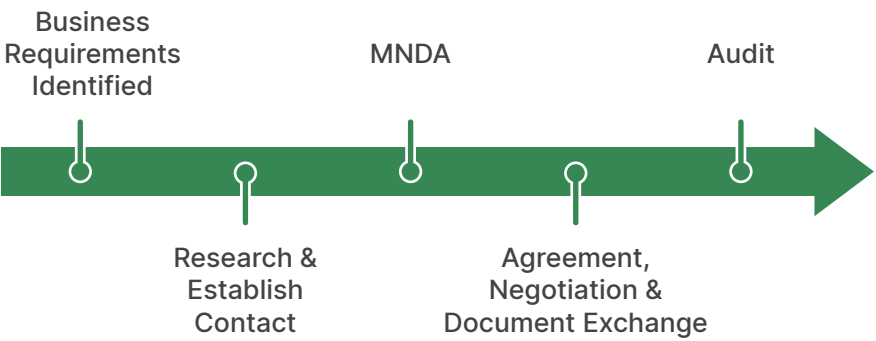
Partner Management Program

ERI's Partner Management Program includes internal and independent third party audits to ensure compliance with all local, state, federal, and international laws and regulations, as well as compliance with e-Stewards, R2, NAID, and ERI's own internal standards.

These extremely thorough audits encompass reviews of our partners and vendors recycling processes, their downstream partners, regulatory compliance, liability, and finances in order to verify full compliance and competency.

These audits have the dual purpose of both meeting our own certification requirements as well as guaranteeing processing and downstream compliance to reduce any potential liability for both ERI and its customers.

ERI is the only electronic recycling & ITAD company to have three strategic downstream partners invested in ERI and sitting on our board.



Internal Audits

- Annual audits
- Continuous internal audits to improve upon operational practices
- Preparation for audits to certification standards

International Partner Audits

- Compliance with industry recycling standards
- Compliance with all relevant electronic waste laws and regulations
- Compliance with all of ERI's standards (security, asset management, environmental safety, NIST 800-88-R1 guidelines)
- Compliance with ERI's Service Level Agreements
- Downstream management and reporting
- Annual desk audits and physical audits every 3 years

Downstream Vendor Audits

- Documented Downstream Vendor Management Program
- Pre-audit evaluation and documentation (e.g., permits, insurance, etc.) gathering in compliance with e-Stewards and R2 standards
- First-tier, high-risk or hazardous e-waste vendors (e.g., CRTs, batteries, mercury-containing devices) are audited annually
- Medium-risk vendors (e.g., ink/toner, metals and plastics) are audited every 3-5 years
- For low-risk vendors (non-hazardous material, solid waste, wood), desk audits are performed at a minimum

MANAGING RISK

Data & Privacy

Due to the Internet of Things (IoT), there are more data bearing devices in use than ever before including wearables, smart watches, smart phones, compact media storage devices, smart cars, smart homes, and much more. Because of this ever growing trend of being more connected, it is critical that individuals and organizations alike take data security and destruction seriously.

Research released by Javelin Strategy & Research found that there was more than \$50 billion lost in 2020 through identity fraud from the increased societal dependency of video calls, email, and social media.

Details	Aurora, CO	Badin, NC	Flower Mound, TX	Fresno, CA	Holliston, CA	Lincoln Park, NJ	Sumner, WA	Plainfield, IN
Process Facility	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Facility guarded during normal business hours	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Single occupant facility	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Video surveillance 24/7 and security alarm system including motion detection monitored by third-party security company	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Number of Cameras	77	32	45	148	58	38	13	149
Image Storage	90 days	90 days	90 days	90 days	90 days	90 days	90 days	90 days
Secured area for asset management and data destruction with entry for authorized personnel only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Metal detector and RFID card and Proxy Reader entry/exit for secured area	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

This risk continues to increase as we are more connected and have data stored on more and more devices.

Across all the facilities in the U.S., ERI provides secure data destruction through our network of certified ERI facilities.

ERI holds the highest level of certifications available for both data destruction and responsible recycling, being the only provider to have all eight U.S. facilities certified by NAID, e-Stewards, and R2.

All data containing devices at ERI are processed by an asset management employee who is specially trained in hard drive wiping. ERI follows all NAID standards and data security processes to ensure 100% of data is destroyed every time. Hard drives are processed pursuant to the National Institute of Standards and Technology (NIST) overwrite procedures and are immediately fully scanned to verify that all data was destroyed. If the drive is either unable to be scanned or we cannot verify that data was wiped, ERI will then destroy the drive by shredding it to physically ensure 100% data destruction.

Within ERI's AM areas, data bearing devices are wiped in accordance with NIST standards and are complaint:

- Fair and Accurate Credit & Transaction Act (FACTA)
- The Fair Credit Reporting Act (FCRA)
- Gramm-Leach-Bliley (GLB)
- Health Insurance Portability and Accountability Act (HIPAA)
- Sarbanes-Oxley Act (SOX)
- The Payment Card Industry Data Security Standard (PCIDSS) regulations

Data breaches can inflict permanent damage to brands. ERI has never experienced any sort of data breach, however we have also developed a Data Security and Breach Program in accordance with DoD 5220 22-M and NIST 800-88 for all ERI employees to follow, which successfully prevents any risk of releasing ERI customer data and ensures in the event of a breach a plan is in place. We maintain accurate records of all data destruction to ensure the highest levels of compliance and security.

ERI employees who handle data bearing media are required to receive training along with mandatory new hire training. Refresher training courses are taken on a regular basis by any ERI employees who handle data bearing devices.

Other security measures at ERI's facilities include annual and random audits, employee background re-checks, and third party security personnel.



Being a NAID AAA Certified company ensures operational data security and compliance procedures are documented and followed



All data destroyed in accordance with NIST SP 800-53 security controls and NIST SP 800-88 Guidelines for Media Sanitization



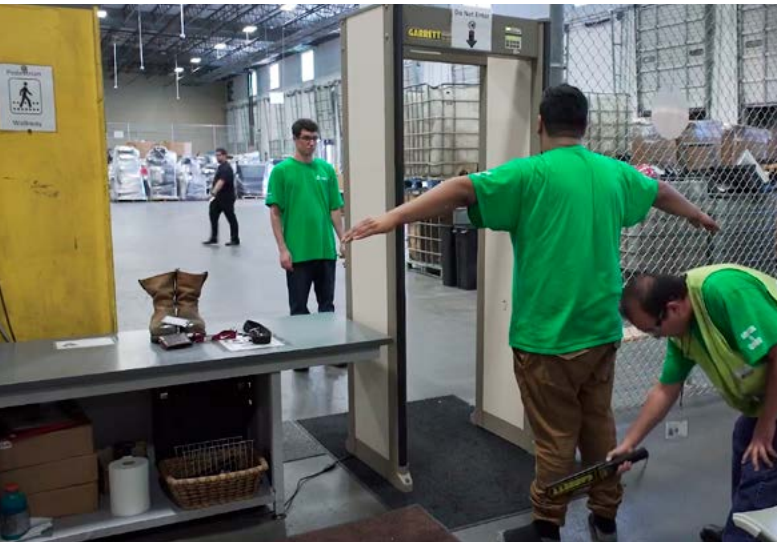
Destruction of all types of data bearing devices including printers, projection equipment, and all forms of electronic media storage



On-site destruction is available for drives, magnetic tape, and mobile devices



Four levels of data destruction services, including witnessed destruction through video feeds or in-person for high security data destruction services and de-mil destruction services



All ERI facilities are secured with state-of-the-art CCTV camera systems which include artificial intelligence to aid in monitoring, alarm systems, identification card access control, and physical on-site security. All ERI employees, staff, and vendors are vetted and checked prior to being hired by ERI. Each ERI facility also features an Asset Management (AM) area which is separate from the primary facility processing floor and guarded by a dedicated security guard and metal detector as well as electronic access control to limit only authorized personnel into this area.

At ERI, we continue maintaining the highest certifications and are setting the industry's best practices when it comes to data security and privacy.

ERI has developed internal data security policies that not only protect our operations but further strengthen our promise to our customers. In 2020, ERI implemented the following new security procedures:

1. Monthly phishing tests for ERI employees since 91% of all breaches start with a phishing email.
2. A new highly available cloud SaaS solution for emails to help employees identify phishing attempts and other email security breaches.
3. An email restriction framework which removed over 65% of ERI employees from having access to external emails as their communications were deemed necessary internally only.
4. Two-factor authentication for all ERI employees to access ERI systems. This prevents unauthorized devices from logging into ERI accounts.
5. Additional software and hardware security to prevent attacks, email scams, and other cybersecurity concerns.



ERI always follows all OSHA guidelines and has scheduled over 40 different EHS related training events in the corporate office and our facilities. The trainings are held at least annually and cover not only work specific refresher courses but also emergency response action plans.

Natural Disasters

Natural disasters have become more and more common across all regions of the world. Destructive wildfire events and excessive ice storms in 2020 caused billions of dollars in losses in the United States alone.

ERI has prepared and trained personnel to respond when an emergency or interruption to normal business functions occurs. ERI will utilize our national network of facilities until the recovery efforts conclude. ERI's goal is to minimize the impact a disruption might have on business processing and ERI's customers.

Each ERI facility has in place a Business Continuity and Disaster Recovery Plan designed to guide ERI through a recovery effort at each level of the organization. At the

onset of an emergency condition, ERI employees and resources will respond quickly to any condition or disaster, which could impact ERI's ability to perform its critical functions.

ERI has assigned members to crisis management teams to ensure the safety of all ERI employees throughout the emergency condition, disaster declaration, and recovery process.

The crisis management teams consist of an Emergency Management Team (EMT), Location Response Coordinators (LRC) and Local Response Team (LRT), to ensure that each team member contributes the skills that they use in their everyday work to the overall response process.

Hazardous Materials Management

Industrial Hygiene (IH) Monitoring

Environmental control at all ERI's facilities is crucial for ERI to provide a safe and healthy workplace for our employees in order to continue to advance our mission.

A critical step in recovering the value of the materials from e-waste requires necessary sorting and dismantling tasks. ERI provides and requires individuals in this certain area within each facility to wear Personal Protective Equipment (PPE) such as:

Classification	Item
<ul style="list-style-type: none">• Eye Wear/Face Protection• Head Protection• Hearing Protection• Respiratory Protection	<ul style="list-style-type: none">• Hard Hat• Ear Plugs/Muffs• Dust Masks• Face Shields• Full-Face/Half-Face Respirator• Welding Helmets• Safety Glasses/Side-Shields
<ul style="list-style-type: none">• Arm Protection• Hand Protection	<ul style="list-style-type: none">• Atlas Re-Grip Gloves• Atlas Kevlar Gloves• Kevlar Glove Liners• Mesh Arm Guards• Kevlar Sleeves• Leather Guantlets/Gloves• Chemical Resistant Aprons/Gloves
<ul style="list-style-type: none">• Foot Protection	<ul style="list-style-type: none">• Steel Toe Boots
<ul style="list-style-type: none">• Body Protection	<ul style="list-style-type: none">• Hi-Visibility Safety Vests• Uniforms• Leather Aprons

ERI complies with e-Stewards requirements to monitor and identify operational risk and hazards along ERI's Potentially Hazardous Processing Technologies (PHPTs) to ensure all employees are well-protected.

Areas that handle all dismantling, shredding, and equipment operations that generate noise and airborne hazards are scheduled to have an inspection at least every two years. Any changes on the processing line will be monitored with follow-up testing.

Sampling procedures are conducted and directed by a Certified Industrial Hygienist and laboratory analyses are performed by an ISO 17025 accredited laboratory.



Air Quality

ERI's core operations do not emit any significant air emissions such as NOx or SOx, however indoor air quality is monitored and managed in each of our facilities to ensure safe working conditions for our staff.

For example, ERI installed Donaldson air filtration systems at ERI's Massachusetts, Indiana, and California facilities which are equipped with a shredding system.

High Efficiency Particulate Air (HEPA) filters and carbon filters are utilized and checked weekly to guarantee indoor air quality is within healthy ranges.

MANAGING RISK

Environmental Health & Safety

Hazardous Materials Management (Cont.)

Operational Risk Management

Lithium-ion batteries with increased energy densities have revolutionized nearly all our electronic devices, however they also come with increased risks. These batteries are very easily ignited and can result in fire incidents if improperly stored or packaged.

From cell phones to scooters, electric vehicles to smartphones, nearly all new electronics contain some form of lithium-ion batteries. When they are being discarded, they pose a large risk to waste processing and recycling facilities such as ERI.

According to Fire Rover, there were 317 incidents in the recycling industry in 2020, with one of the main causes of fires being lithium-ion batteries. In March 2020, ERI had a small incident at our Holliston, MA facility which was the result of a lithium-ion battery. Fortunately, there were no injuries in the fire and as a result ERI has taken additional actions to retrain all impacted employees and has implemented quarterly fire response training drills.

ERI provides educational materials for our customers which can help prevent incidents that may happen during the transportation of electronic devices. To further mitigate risk, ERI's battery sorting team specializes in sorting batteries and handling them in a way which minimizes risks.



Pictured: An ERI machine sorting batteries which increases safety for our employees.

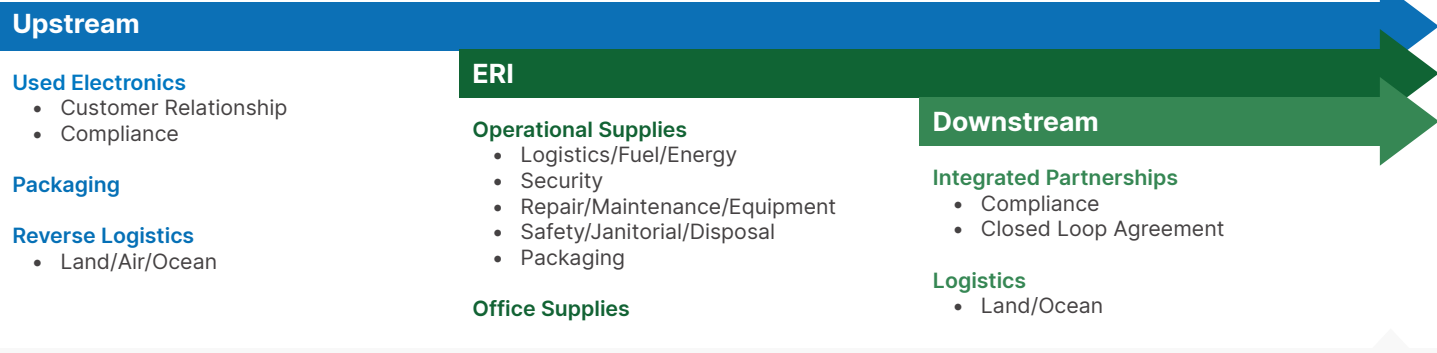
Number of Work Stoppages:	Zero	Average Idle Time Per Day:	28.5 Minutes
Total Recordable Incident Rate (TRIR)		Days Away, Restricted, or Transferred (DART)	
Average Across All 8 Facilities:	3.62	Average Across All 8 Facilities:	2.95
3 Facilities Recorded:	0 TRIR	3 Facilities Recorded:	0 DART
		Fatality Rate:	Zero
Number of Road Accidents & Incidents: Zero		Safety Measurement System BASIC Percentiles (Last 2 Years)	
		Unsafe Driving:	3 Violations
		Hours-of-Service Compliance:	2 Violations
		Driver Fitness:	1 Violation
		Controlled Substances:	0 Violations
		Vehicle Maintenance:	5 Violations
		Hazardous Materials Compliance:	Not Public

Supply Chain - ERI

Another potential risk that could affect operational activities is supply chain disruption. Every facility and office requires a wide range of supplies coming from different vendors all around the world, from packaging materials to repair and maintenance tools and even janitorial and PPE supplies.

ERI evaluates all vendors against a set of performance standards to ensure that our partners share the same values and priorities that we do for sustainability, data privacy, and working conditions.

Over the next several years, we hope to expand our engagement with our vendors all across our supply chain to further our efforts towards circularity. We know we cannot fully achieve our vision for circularity without the partnership of every one of our vendors.



While ERI was fortunate to have navigated the supply impacts due to COVID-19, it is important for us to prepare for any potential emergencies in our supply chain and remain committed to also reduce Scope 3 Emissions in the process.

COVID-19 Pandemic Response

COVID-19 has acted as a wake up call for the entire world demonstrating how a pandemic can disrupt the entire global economy. ERI was deemed an essential business during the pandemic, which has allowed ERI to continue operating essential cybersecurity, hardware destruction, ITAD, and electronic recycling services all across the country and abroad.

ERI collaborated with Rite-Aid to provide an on-site clinic at our Fresno location to provide COVID-19 vaccinations to any employees who wished to participate.

Despite the outbreak of COVID-19, ERI has followed all CDC guidelines and recommendations and has taken additional precautions to minimize infections. In fact, across all ERI facilities and offices, there was only a 2% infection rate.

Any ERI employee who tested positive was quarantined for 10 days from the first symptoms or test date with paid leave.

We ensured the highest level of safety to product our employees and their families which includes:

- ERI introduced robust protocols for temperature checks, offered hand sanitizer throughout our facilities, implemented social distancing, and installed partitions in the breakrooms.
- ERI invested in electrostatic sanitizing sprayers to ensure that we can quickly and effectively sanitize our entire facilities.
- ERI worked to coordinate vaccinations for our employees by helping streamline the registration process and enrolled interested employees in a vaccination clinic at our corporate office.

TRANSPARENCY

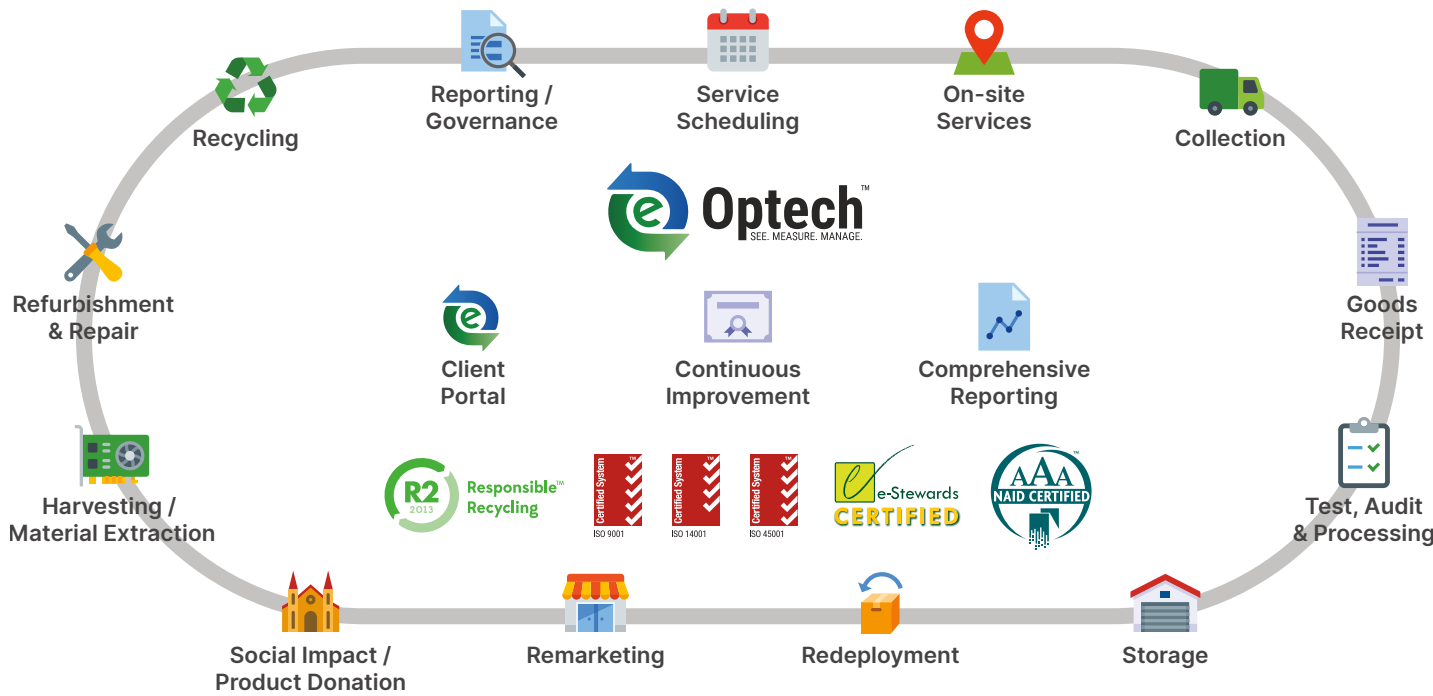
Technology Upgrades

In 2006, ERI developed TrackTech, an internal proprietary software which became the hub of all ERI operations. In 2020, ERI retired TrackTech and launched Optech™ as part of ERI's commitment to technical excellence.

Optech™ is an industry leading internal and customer facing management system which allows ERI employees and customers to interact with all ERI services and gather reporting and key information on critical ESG and data security metrics.

Optech™ provides users with real-time account activity, sharing asset details from time of pickup through final disposition.

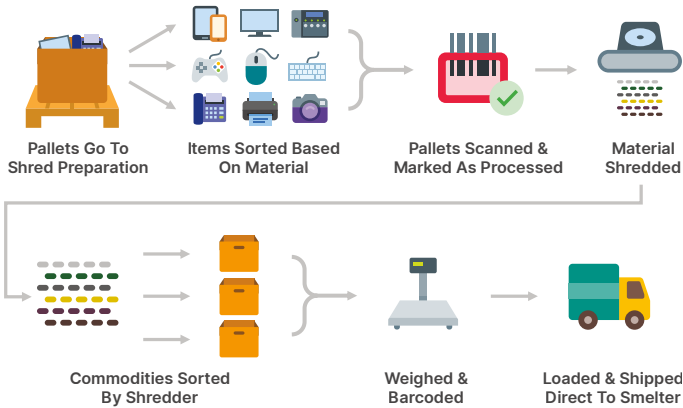
Currently, over 90% of active users are utilizing real-time account activity, sharing asset details from receipt through final disposition. We will continue improve the accessibility of our system for ERI's customer to track the entire material supply chain and advance the environmental performance.



Reporting Integration

The Optech™ API capabilities allow for an endless amount of custom integration options with customer's existing reporting and management software. In addition to dozens of reports within Optech™, this allows customers access to their raw data where they can import it into their systems to report and analyze as necessary.

This enhanced reporting provides full transparency and data into how electronic recycling is impacting a customer's data security and ESG requirements, all the while knowing that their devices are being handled in a sustainable and secure manner.



The ERI Family

At ERI, our people are our most important asset, and we invest in their growth and development. We are proud to offer competitive benefits and excellent working conditions for all our employees.

Not only are 100% of our employees paid a competitive wage above the local minimum wage, but our FTEs are also provided with robust health and wellness benefits such as:

- Medical, dental, vision, disability, and life insurance
- Ability to contribute to a 401(k) along with a matching contribution by ERI
- Employee assistance program in partnership with local organizations
- Support for individuals recovering from substance abuse
- Employee mental health resources
- Ability to take time off and receive reasonable accommodations for victims of domestic violence or sexual assault
- Robust on-site health and safety precautions, including investment in training, certifications, extensive audit preparations, and access to technical programming to support workplace safety

We also believe strongly in empowering and upskilling our employees through training. In 2020, employees received 5 hours of training on average, with managers and supervisors receiving 12 hours. Upon entry, new hires are offered enhanced training as well as continued career development and promotion opportunities.

100% of full-time employees who have worked at least six months receive annual performance appraisals and professional development reviews to help encourage healthy career paths.

We are proud to say that several members of our leadership team started at an entry level position at ERI and have grown in their responsibilities and capabilities to achieve leadership roles.

Additionally, all leaders, from Plant Managers to Corporate Executives, were hired directly out of their respective local communities rather than relocating anyone to fill a position. We will provide 100% of employees and senior management trained on diversity and inclusion to further strengthen ERI family.

Pictured: ERI employees partaking in culture building activities.



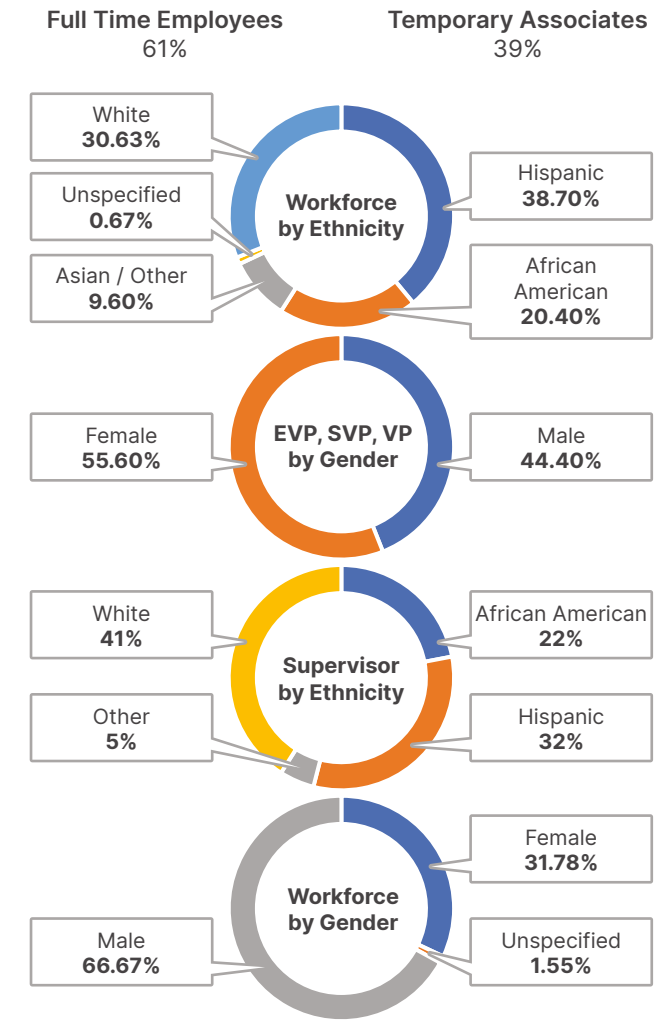
Our employees enable ERI to do what we do, and we are always looking for ways to celebrate and support them, whether it is through our various wellness and rewards programs, investing in diversity, equity, and inclusion, celebrating high safety performance on a regular basis, or simply by granting every employee their birthday off as a paid holiday.



Diversity, equity, and inclusion are a core part of who we are - we go so far as to include it as one of our core values: *We Are Inclusive.*

We maintain strict expectations to prevent discrimination and harassment throughout our workplace. Our diverse recruiting program includes:

- Working with a staffing agency to ensure our recruiting reaches underrepresented groups, even partnering with refugee groups to offer employment
- Ensuring 100% gender pay equity at all levels of the organization
- Introducing harassment and bullying training for all leads and supervisors to prepare them for managing complex situations
- Hosting a series of open conversations on racial equality called Together Forward to create a safe space for employees to share their experiences and connect



Women in Leadership

ERI is committed to increasing the representation of women throughout our entire workforce, and we are particularly proud of the progress we have made to date by surpassing 50% women representation in VP, SVP, and EVP roles at ERI.



“We are proud to have made ERI an extremely diverse workplace, which includes minorities and women in leadership roles at the company. This diversity helps ERI think of complex problems from a variety of angles and find the best solutions for our customers and shareholders.”

Tammy Shegerian
Co-Founder, President and Chief Revenue Officer

COMMUNITY OUTREACH & EDUCATION

Accessible E-Waste Services for Everyone

It's impossible to achieve a sustainable future without collaborating with other organizations that are like-minded.

ERI partners with retailers such as Best Buy and Staples among many others to provide easy recycling solutions for a variety of electronic devices. By working with retailers, ERI has expanded its recycling network to help consumers recycle in every zip code across the United States and has collected over 69 million pounds of electronics from retailers in 2020 alone.

ERI is also dedicated to supporting municipalities to divert their resident's electronic waste from landfills. Large cities such as The City of New York and Los Angeles, suburban counties such as Lake County, Illinois, rural counties such as Kosciusko County, Indiana, and beach communities such as Surfside Beach, South Carolina are all ERI customers helping their residents responsibly recycle.

Over 50% of New Yorkers have no personal vehicles. Since 2013, ERI has provided a unique recycling solution for The City of New York to serve their highly dense population through a bin program. Bins are placed in common areas within 100+ unit residential buildings, allowing residents with a simple solution for recycling their devices.

In 2007, ERI secured a recycling service contract with the City of Los Angeles S.A.F.E Centers. S.A.F.E Centers are designed to collect and process hard to recycle goods with specialized recyclers.

ERI receives over 200,000 pounds of electronics per month through this program.

ERI is proud to support these diverse entities by designing and creating convenient recycling solutions that benefit society as a whole.



- ✓ In 2020, **1.9 million** people had direct access to electronics recycling services in NYC
- ✓ Almost **15,000 buildings** were enrolled in the ecycleNYC program
- ✓ ERI supports the city's curbside program
- ✓ Added **2.8 million** people in NYC to be covered under the recycling program
- ✓ Collectively, there were more than **2.4 million** pounds of electronics that were processed and recycled securely



David Hirschler (4th on left), ERI's Senior Director of Sustainability & Legislative Compliance, represented ERI with the City of New York Department of Sanitation in late 2019 to celebrate a collection milestone. Over 100,000 used electronics were collected and properly recycled.

COMMUNITY OUTREACH & EDUCATION

Accessible E-Waste Services for Everyone

Online Consumer Recycling Platform

In order to allow equipment manufacturers to offer recycling services to all of their customers, ERI has launched a tailored-made online Recycling Platform that enables their end-consumers to use ERI's logistics for responsible recycling. Up to this date, there have been thousands of orders submitted from various locations to utilize this service.

To further assist the demand of recycling and the limitation of in-person drop-off recycling service, we've partnered with UPS and launched mail-in program for all customers and corporates to utilize the service. In 2020, we had received over 33 thousand pounds of mixed electronics for recycling through this program alone.



Small Box
9" x 5" x 3"
Up to 6 lbs.



Medium Box
18" x 14" x 4"
Up to 15 lbs.



Large Box
20" x 20" x 20"
Up to 70 lbs.



Half Pallet
34" x 24" x 32"
Up to 360 lbs.



Full Pallet
41" x 33" x 32"
Up to 600 lbs.

ERI offers the only NAID, R2 and e-Stewards certified secure at home box program with contactless delivery and pickup.

In 2020, we partnered with Samsung Electronics and the Consumer Technology Association (CTA) to provide the City of Las Vegas and the Consumer Electronics Show (CES) attendees with convenient drop-off recycling services free of charge.

ERI also partnered with TCL, MRM, and Fresno County for an electronics recycling drop-off event on November 14 (America Recycles Day). It was a free event for the public to responsibly recycle their unwanted electronic devices.

These along with countless other collection events from coast to coast help provide consumers with an easy and free option to recycle their unwanted devices. We're proud to work with our customers and partners to help communities provide collection events all across America.

Following collection of electronics at a collection event, all the electronics are sorted, data destroyed, and the devices are either recycled or destroyed following all ERI protocols.

ERI also works with various non-profit organizations to help support their missions by helping them manage their electronics recycling programs all across the country. ERI's partnership with organizations such as The Salvation Army has helped them continue to fulfill their mission by providing electronic recycling for various locations in multiple different states.

Education

ERI believes education is critical in teaching individuals and organizations about the circular economy, sustainability, and hardware cybersecurity. Our leadership team is often invited to share and engage in conversations at conferences and on major media outlets.

While COVID-19 brought many events virtual in 2020, ERI leadership spoke at over 30 different conferences about e-waste, sustainability, and data security.



Waste360 Webinar

In May 2020, John Shegerian was invited to a Waste360 webinar on "The Effects of Coronavirus on Electronic Recycling and Cybersecurity".

He quoted a UK study which showed that 80% of household devices are not recycled, and without appropriate disposition, are a sustainability risk as well as a data security risk.

In addition, Shegerian mentioned several macro trends which are also having a tremendous impact on e-waste streams. These include the shift from 4G to 5G, new types of electronics such as doorbells, internet of things (IoT) devices, smart cars, wearables, and more. These devices all must be properly disposed of for both environmental as well as data security purposes.

Because ERI has multiple clients from the federal and public sector, data protection becomes an issue of national security. ERI encourages clients to visit the electronics recycling facilities to better understand the company’s recycling processes and data security protocols.

The full interview can be listened to here: ERIdirect.com/waste360-webinar-2020

EPA SMM Challenge Awards

The EPA recognizes retailers and manufacturers who go above and beyond in their efforts to improve their recycling networks beyond regulatory requirements and ensure the use of certified recyclers.

In 2020, ERI was proud to have supported all of the 9 gold tier award winners including LG, Samsung, Sony, Staples, T-Mobile, and VIZIO. This included supporting the 2 champion award winners and the special award winners.

Recycling Market Development Program

ERI's Senior Operations Manager in Plainfield, Indiana, Andrew Nunan, was appointed to Governor Eric J. Holcomb's Recycling Market Development Board (RMDDB) in September 2020. RMDDB approves grants for projects from organizations that help new products made from recycled materials.

ERI is proud of Nunan's efforts to promote circular economy projects that are helping Indiana become a leader in recycling and waste reduction. As an ERI employee of over 7 years, Nunan was able to help the RMDDB by guiding them on projects that will increase recycling collection rates, reduce waste disposal, and improve partnerships with communities which will raise public awareness of recycling opportunities.



Business Journal's "Virtual Business Series"

John Shegerian was invited to deliver a presentation about the circular economy as part of the local Fresno Business Journal's "Virtual Business Series." He shared some of the latest information about the exponential growth of electronic waste and how e-waste, the fastest growing waste stream in the world today by exponential numbers, is continuing to boom. He also shared how businesses can contribute to the solution by contributing to circular economy initiatives, set their own ESG and sustainability goals, and how there are countless benefits to being "green".

The presentation was aired live as well as in the Business Journal, and included a live Q&A session.

To view the interview, visit the link below:

youtube.com/watch?v=wbc9aZJ2IW0



Book: The Insecurity of Everything

With data bearing electronics having a role in every part of our daily lives, we are living in a day and age where our cybersecurity risks increase literally every second.

The ERI Executive Team published The Insecurity of Everything as an educational tool to explain this trend and how everyday devices which are often thought of as harmless contain more personal information about us than ever. The book can be accessed as a hardcover, paperback, audio book, or digital book on Amazon.

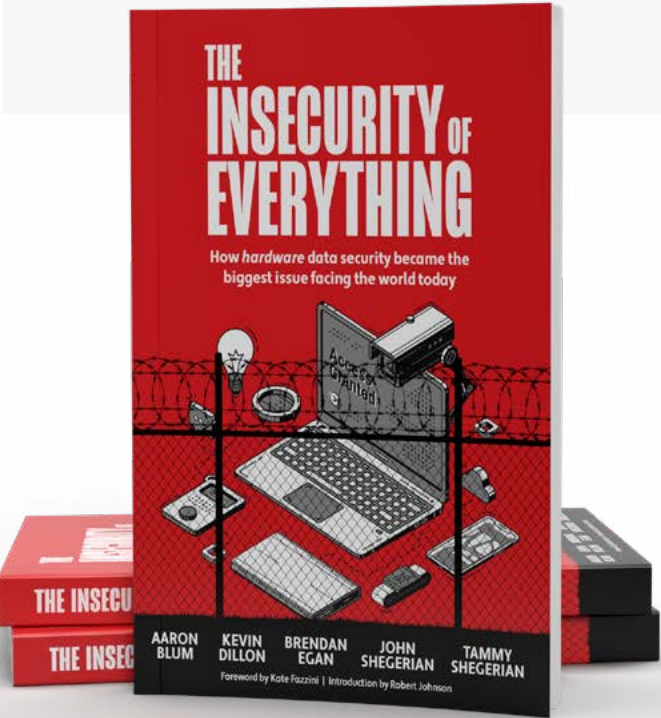
RECYCLE NATION

RecycleNation is a free online platform built by ERI which provides information on how to recycle over 100 different items at over 150,000 locations nationwide.

In 2020, RecycleNation helped over 2.5 million consumers with their recycling needs. ERI will continue to invest resources in RecycleNation with a goal of helping over 5 million consumers per year recycle by 2025.



Impact with John Shegerian is a weekly podcast which interviews high profile thought leaders who are working to make the world a better place. Guests in 2020 included Martin Luther King III, the CEO of Best Buy, and business leaders all around the globe. The podcast features over 50,000 hours of content related to ESG and sustainability with hundreds of thousands of listeners every year.



Giving Back

ERI helps our customers address their unique philanthropic, community relations, and employee involvement goals through our charitable donation program. We assist with multiple facets of the process, including selecting appropriate charities, structuring the legal transfer of ownership of electronic devices, and developing customer-branded and customizable charitable campaigns.

Prior to the donation of electronic devices, all devices go through ERI's asset management program which data sanitizes the devices to remove any data or information they may contain.



ERI Supports Local COVID Efforts

During the peak of the pandemic when personal protective equipment (PPE) was at a shortage across the nation, ERI leadership decided to tap into our PPE stockpile and donate N95 masks to a local hospital for use on the frontlines against the virus.

Pictured: ERI donated N95 masks in Fresno, California to support a local hospital during the peak of the pandemic.

Pictured left to right: Aaron Blum, David Revis, Kevin Dillon, John Shegerian



Best Buy Teen Tech Center

ERI donated over \$200,000 in addition to technology donations to power the Best Buy Teen Tech Center in Brooklyn, New York at the Brooklyn Public Library.

Best Buy Teen Tech Centers provide a safe, educational, and collaborative environment for a diverse group of young students to learn about and have access to technology. ERI is committed to preparing teens in underserved communities for technology jobs of the future.

We're passionate about investing in and empowering today's youth to help cultivate the next generation of innovators, engineers, and entrepreneurs.

This is just one of many examples of how ERI and its employees support the communities in which they live and work.



External Engagement

Since ERI was founded in 2002, we have been dedicated to being the best and most responsible company in our industry. We were the first to be dually certified by both e-Stewards and R2, the first to have 8 facilities NAID AAA certified in the United States, the first to incorporate AI & robotics into our operations, and one of the first to bring up the issue of data security in electronic recycling. ERI has established itself as a leader in our industry. Being an innovator is built into our DNA as a company.

We want to be part of the solution in every way possible and be engaged in committees, organizations, workshops, and certification bodies which enable us to push industry standards to be more transparent and better for the environment as a whole.

Our Chief Executive Officer John Shegerian speaks at over 50 conferences annually around the world to help spread the message of the importance of ESG and data security. Our Chief Operating and Compliance Officer Aaron Blum has been one of the e-Stewards Leadership Committee leaders and is now engaged as an Alumni Leadership Committee Member. Our Vice President of Digital Marketing and Board Member Brendan Egan and Vice President of Communications Paul Williams both serve on ISRI's Communications Board to assist in messaging across the entire industry. And the list goes on and on as ERI employees are continuously tapped on the shoulder to assist in the overall direction of our industry.

As we continue to grow, we've explored nearly every certification or membership available to ensure that ERI is taking proper care of the environment and data, and ensuring that we are doing so with good partners along the way.

Just some of the partners ERI works with and certifications we hold include the following:



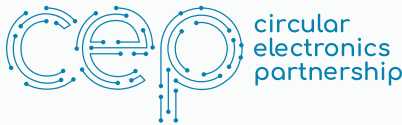
FUTURE DIRECTION & GOALS

Continued Engagement

ERI understands that in order to continue to reduce the global footprint of e-waste we have to continue to improve the industry as a whole and not just ourselves as a company.

ERI is actively looking for opportunities to enhance the quality of material circularity. We deeply understand the complexity of achieving a complete circular economy which requires continuous learning and cooperation with other stakeholders. In August 2021, ERI joined Circular Electronics Partnership (CEP) along with other important players in the electronics supply chain as part of a task force to increase the value of materials throughout their life cycle. ERI brings its experience and operational scale to enrich various circular production and design activities for electronics and to create a positive value chain that helps our society and the environment.

Utilizing solar panels, otherwise known as photovoltaic (PV) modules, to harvest electricity from the sun has been extremely popular in the 21st century. ERI is positioned as one of the only and the largest PV module and battery recycling companies in the United States. ERI joined the Solar Energy Industries Association (SEIA) in 2021 to engage in improving the solar industry and explore new ways to recycle what is going to be one of the largest e-waste challenges going forward.



In addition to joining this critical solar organization, ERI also participates in the REMADE Institute which gathers groups from academics, industry experts, and national laboratories to pursue the future of the circular economy by reducing embodied energy and decreasing emissions during manufacturing processes. ERI has been invited to a special research project alongside seven other organizations to assist in designing new solar panel recycling technology at industrial scale.

Most recently, with all the efforts that ERI's leadership has committed to, we will be part of the Critical Manufacturing Sector Coordination Council (CM SCC) to contribute our high-level data destruction abilities for the Nation's core manufacturers and critical infrastructure. CM SCC is an official group that operates under the Federal Cybersecurity & Infrastructure Security Agency and focuses on the overall physical security, cyber security, and emergency preparedness posture of the Nation. ERI as an integral component of the Nation's manufacturing sector, and we are thrilled to participate in the CM SCC to ensure a safe and sustainable future.

As an industry leader that implements circular economy principles, ERI constantly works to excel in the services that improve our environment. In June 2021, ERI participated in the Circulytics survey which was developed by the Ellen MacArthur Foundation. We are honored to have received an A score on the topics of Operations, Products and Materials, and Services as well as an A- in Enablers and Outcomes, with an overall score A-for ERI's overall performance. We aim to have an "A" by 2025 with plans to provide more specialized training materials for our employees regarding the circular economy, improving the reusability and recyclability of facility supplies and sourcing renewable energy for our facilities.



Conclusion/Remarks

This report has served as a collection of our ESG & data security activities to date and while we are proud of what we have accomplished so far, we are also looking forward to how much more we can do together with our customers and partners to address the most pressing issues of our generation. ERI has already uncovered several areas of opportunity that we aim to further investigate as part of our commitment to people, planet, and privacy.

Some of the opportunities that await us include:

- Working with ERI, our customers, and our logistics partners to ensure every shipment goes out with a full truckload.
- Further ensuring our leadership teams reflect the same diversity reflected in our employees.
- Improving our abilities to track and manage our ESG and data security data to be able to better report on our progress.

We recognize that being the largest brand in our space brings with it special responsibilities to be a leader in both ESG and data security. This will help us better serve our customers and their customers all around the globe. We intend to not only make progress on our current goals, but to continue to establish new goals and standards that will help us achieve our mission and vision while setting the bar for the industry as a whole.

Should you have any questions, comments, concerns, or contributions, please email info@ERIdirect.com

APPENDIX

GRI Index

Disclosure ID	Disclosure Title	Response	Reference Page
GRI 102: General Disclosures			
Organizational Profile			
102-1	Name of the organization	Electronic Recyclers International, Inc. DBA ERI	N/A
102-2	Activities, brands, products, and services	ERI is the largest fully integrated IT and electronics asset disposition provider and cybersecurity-focused hardware destruction company.	N/A
102-3	Location of headquarters	Fresno, California	N/A
102-4	Location of operations	See Highlights.	4-5
102-5	Ownership and legal form	Privately held. Limited liability company.	N/A
102-6	Markets served	See Highlights.	4-5
102-7	Scale of the organization	See Highlights.	4-5
102-8	Information on employees and other works	FTE Count: 435. Temp Count 283. See ERI Employees.	4-5
102-9	Supply chain	ERI's supply chain is made up of a network of transport providers. See Easy Recycling.	40-43
102-10	Significant changes to the organization and its supply chain	None.	N/A
102-11	Precautionary Principle or approach	ERI's environmental impact strategy is informed by the precautionary principle.	N/A
102-12	External initiatives	See Innovation in the Circular Economy.	22-23
102-13	Membership of associations	See Innovation in the Circular Economy.	22-23
Strategy			
102-14	Statement from senior decision-maker	See From the Chairman & CEO.	6-9
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	See ERI Core Values.	10
Governance			
102-18	Governance structure	The CEO is ultimately responsible for decision-making on economic, environmental, and social topics.	N/A
Stakeholder Engagement			
102-40	List of stakeholder groups	ERI occasionally engages its customers, suppliers, and employees on ESG topics.	N/A
102-41	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
102-42	Identifying and selecting stakeholders	ERI could not achieve its goals without the successful relationships it has with customers, suppliers, and employees.	N/A
102-43	Approach to stakeholder engagement	No stakeholder engagement was conducted as part of the report process.	N/A
102-44	Key topics and concerns raised	Key topics were determined by ERI and are reflected in the contents of this report.	N/A
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Privately-held, this information is not disclosed.	N/A
102-46	Defining report content and topic boundaries	ERI utilized the Reporting Principles to define report content and determined key topics based on information that was relevant, balanced, and timely.	N/A
102-47	List of material topics	Emissions; Energy; Employee Training & Education; Diversity and Inclusion; Customer Privacy; Market Presence	N/A
102-48	Restatements of information	None.	N/A
102-49	Changes in reporting	None. This is ERI's first GRI-compliant report.	N/A

Disclosure ID	Disclosure Title	Response	Reference Page
102-50	Reporting period	January 1, 2020 - December 31, 2020. All data represents this reporting period unless stated otherwise.	N/A
102-51	Date of most recent report	This is ERI's first report.	N/A
102-52	Reporting cycle	Annual.	N/A
102-53	Contact point for questions regarding the report	David Hirschler, Senior Director of Sustainability & Legislative Compliance - david.hirschler@ERIdirect.com	N/A
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	N/A
102-55	GRI content index	This index serves to satisfy this disclosure.	N/A
102-56	External assurance	This report is not externally assured. All information provided has been internally validated.	N/A
GRI 200: Economic			
GRI 202: Market Presence			
202-1	Entry level wage compared to local minimum wage	100% of entry level wages are above local minimum wage. See The ERI Family.	36-37
202-2	Senior management hired from local community	100% of senior management is hired from their respective community. See The ERI Family.	36-37
GRI 300: Environment			
GRI 302: Energy			
302-1	Energy consumption within the organization	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
302-2	Energy consumption outside the organization	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
302-3	Energy intensity	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
302-4	Reductions in energy consumption	See Innovation & Improvements.	20-21
302-5	Reductions in energy requirements of services	See Innovation & Improvements.	20-21
GRI 305: Emissions			
305-1	Direct (Scope 1) GHG emissions	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
305-2	Energy indirect (Scope 2) GHG emissions	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
305-3	Other indirect (Scope 3) GHG emissions	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
305-4	GHG emissions intensity	See Greenhouse Gas (GHG) Emissions Inventory.	16-19
305-5	Reduction of GHG emissions	See Innovation & Improvements.	20-21
305-6	Emissions of ozone-depleting substances	None.	N/A
305-7	Significant air emissions	None.	N/A
GRI 400: Social			
GRI 404: Training and Education			
404-1	Average hours of training per year per employee	See The ERI Family.	36-37
404-2	Programs for upgrading employee skills	See The ERI Family.	36-37
404-3	Regular performance and career development reviews	See The ERI Family.	36-37
GRI 405: Diversity and Equal Opportunity			
405-1	Diversity of governance bodies and employees	See Diversity, Equity, and Inclusion.	38-39
405-2	Gender wage ratio	ERI is proud to have a 1:1 gender wage ratio. See Diversity, Equity, and Inclusion.	38-39
GRI 418: Customer Privacy			
418-1	Substantiated complaints concerning breaches	Zero. See Highlights.	4-5

APPENDIX

SASB Index

SASB ID	Accounting Metric	Response	Reference Page
Greenhouse Gas Emissions			
IF-WM-110a.1	Gross global Scope 1 emissions	2,470,998 lbs. CO ₂ e equal to 1,121 MT CO ₂ e. 0% of these emissions are covered under emissions-limiting or emissions-reporting regulations. See Operational GHG Inventory.	16-19
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 Innovation & Improvements.	20-21
Fleet Fuel Management			
IF-WM-110b.1	Fleet fuel consumed	80,099 gallons equal to 10,554 gigajoules. 0% natural gas. See Fleet Fuel Management.	21
IF-WM-110b.2	Alternative fuel vehicles in fleet	Zero. See Fleet Fuel Management.	21
Air Quality			
IF-WM-120a.1	Significant air emissions	None.	N/A
IF-WM-120a.2	Facilities near areas of dense population	ERI to determine. See Highlights.	4-5
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 Downstream Management for Responsible Recycling.	26-27
IF-WM-150a.2	Toxic release corrective actions	ERI to determine: Number of corrective actions implemented for landfill releases. See Downstream Management for Responsible Recycling.	26-27
IF-WM-150a.3	Incidents of environmental non-compliance	ERI to determine: Number of incidents of non-compliance associated with environmental impacts. See Downstream Management for Responsible Recycling.	26-27
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.	30-33
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.	30-33
IF-WM-320a.2	Safety Measurement System BASIC percentiles	See Environmental Health & Safety.	30-33
IF-WM-320a.3	Road accidents and incidents	See Environmental Health & Safety.	30-33
Recycling & Resource Recovery			
IF-WM-420a.1	Hazardous Materials Management	(1) Amount of waste incinerated, (2) percentage hazardous, (3) percentage used for energy recovery	31-32
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: 113.7M lbs. or 51,573 metric tons Reused: 4.3M lbs. or 1,950 metric tons See Highlights.	4-5
Activity Metrics			
IF-WM-000.B	Vehicle fleet size	27 total fleet vehicles. See Fleet Fuel Management.	N/A
IF-WM-000.C	Number of facilities	8 total recycling facilities. See Highlights.	4-5
IF-WM-000.D	Total amount of materials managed	Recycled: 113.7M lbs. or 51,573 metric tons Reused: 4.3M lbs. or 1,950 metric tons See Highlights.	4-5

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 is the first time ERI is reporting greenhouse gas data. Primary data was used whenever reasonably 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.

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 Transmission and Distribution Losses (T&D losses) of Scope 2 Electricity Use C4 Upstream Transportation and Distribution - Inbound Logistics C5 Waste Generated in Operations C6 Business Travel C7 Commuting C8 Downstream Transportation and Distribution - Outbound Logistics

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.

*The Ellen MacArthur Foundation does not endorse our organization and has not verified the information provided to generate the Circulytics score.

APPENDIX

Acknowledgements

ERI's first annual ESG & data security report was only possible through leadership's tremendous support and individual ERI employee's contributions. A special thanks to the ERI team members listed 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:

Brendan Egan
Vice President of Marketing

David Hirschler
Senior Director of Sustainability & Legislative Compliance

Eric Husted
Director of Creative Services

Lee-Tan Lu
Environmental Specialist

John Shegerian
Chairman and CEO

Aaron Blum
Chief Operating & Compliance Officer

Bill Brantley
Operations Manager

Joline Bryson
Accounts Receivable Coordinator

Rich Calzada
Chief Technology Officer

Andres Camarena
Human Resources Generalist

Roy Castillo
General Ledger Accountant

Rufus Covacevich
Operations Manager

Bart Cowser
Office Manager

Nivedit Daliya
National Account Coordinator

Lisa Darrough
Senior Human Resources Generalist

Carol DeBellis
Senior Vice President of Human Resources

Linda Dervishian
Senior Accountant

Kevin Dillon
Chief Marketing Officer

Dane Fairbanks
Senior Application Developer

Trey Gibson
Operations Manager

Adrian Grace
Director of Global Development Solutions

Joe Haight
Operations Manager

Christina Hatley
Office Manager

Lauren Huggins
Proposal Solutions Engineer

Gary Keith
Operations Manager

Justin LeDoux
Senior Operations Director

Nicholas Linscomb
Operations Manager

Kara Masters
Environmental Health & Safety Assistant

Adrian Morales
Compliance Specialist

Joyce Mount
Technical Solutions Architect

Andrew Nunan
Senior Operations Manager

Jose Onesto
Asset Management Registration Clerk

Justin Page
Junior Application Developer

Linda Ramos
Chief of Staff

Angie Ransom
Vice President - Retail Division

David Revis
Director of Environmental, Health, Safety & Security

Ken Richardson
Senior IT Support Specialist

Aaron Scheller
National Account Executive

Tammy Shegerian
President & Chief Revenue Officer

Addison Stallard
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Logistics Manager

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Johnny Vasquez
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Paul Williams
VP of Communications & Media Relations

