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ESG at infinite group

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table of contents

environmental responsibility....3
circularity: maximize the lifecycle of every IT asset....7
performance, cost & energy efficiency optimization....8
optimizing global logistics....8
social responsibility....9
diversity, equity, and inclusivity....10
safety and health....11
supporting local and IT communities....12
supply chain management....12
governance responsibility....13
within our organization....14
external awareness and influence....15
information security....16

environmental responsibility

Recognizing the role of IT industry in contributing to climate change through its manufacturing processes, energy-intensive operations, and electronic waste generation, we are dedicated to take action to combat climate change and its' impacts to the best of our ability.

Considering our organization's intermediary role and recognizing our limited influence on IT equipment production processes, we can meaningfully contribute by initiating and raising awareness of more sustainable consumption and production patterns within the IT industry.

For the reasons above our environmental responsibility focus areas and goals are in alignment with the following Sustainable Development Goals (SDGs)

Doing things right from an environmental perspective is embedded into our core business: circular was there from the beginning. Everything started with the ambition to re-use existing IT hardware assets. Nowadays, all Infinite Group subsidiaries contribute to end-to-end IT lifecycle solutions on a global scale.

Doing things right is and will continue to be subjective to a certain extent. To ensure we direct our efforts in such a way they have the most impact, we validate our actions and initiatives against the following framework:

big in scale
What's the magnitude of this challenge? How much does it affect people's lives today? How much effect will be solving it have in the long run?

solvable
How easy would it be to make progress on this problem? Is it within our reach and scope of influence to make a difference?

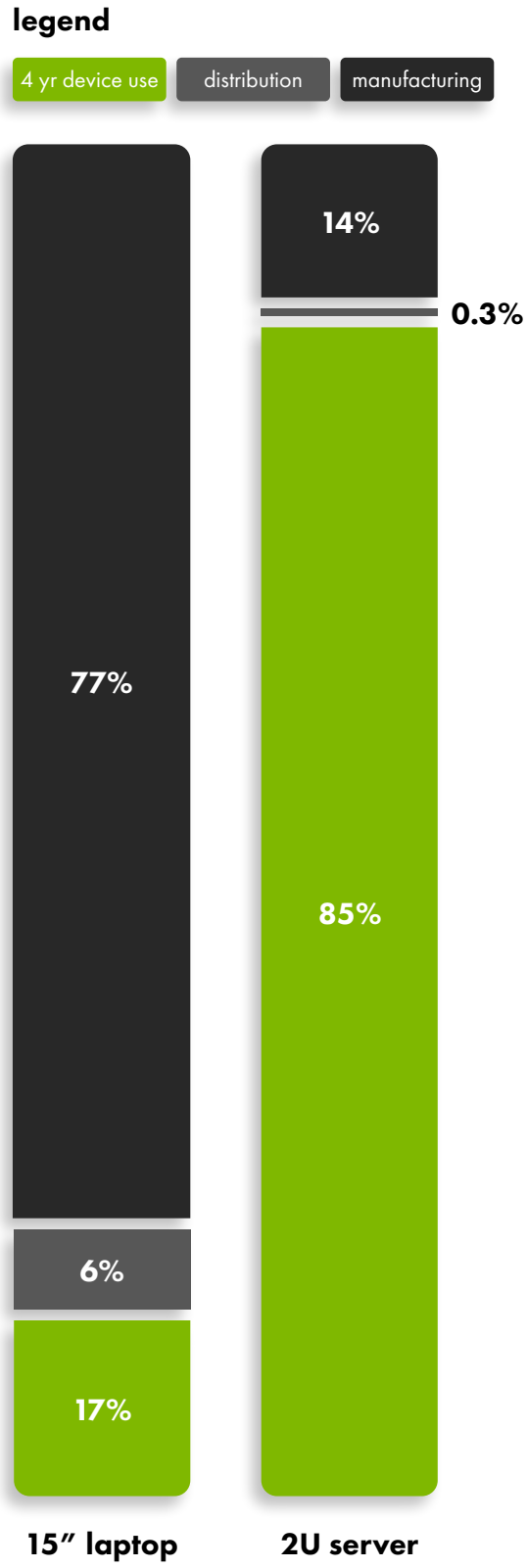
neglected
How many people and resources are already dedicated to tackling this problem? How well allocated are the resources that are currently being dedicated to the problem?

This forces us to focus on ESG beyond just our own internal organization and consider our role within our greater ecosystem. What supplier relationships are allowing us to contribute positively, what can we do in turn for our customers?

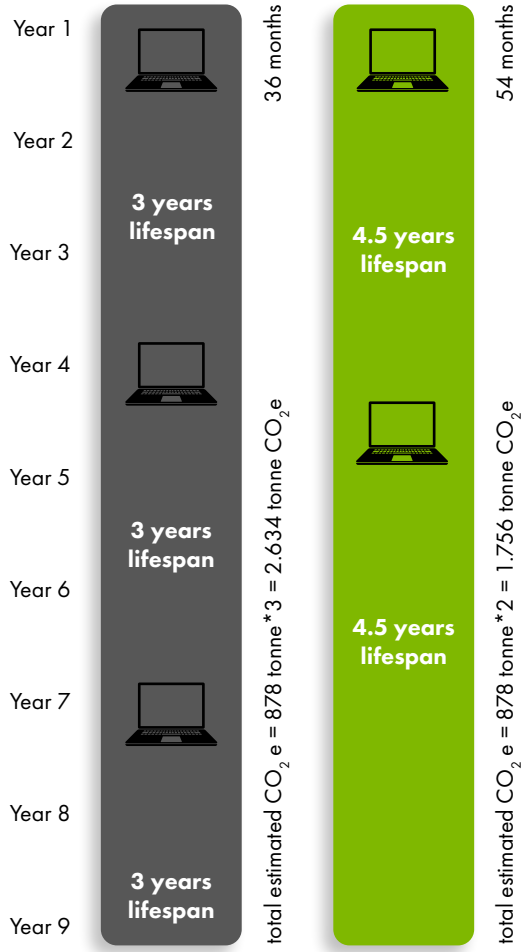
Our role in our business inherently means we have no direct influence on manufacturing processes, nor can or do we want to dictate customers how to optimally use IT infrastructures from a sustainability perspective. But that doesn't mean we can't meaningfully contribute. Central to our dedication to contributing towards responsible and sustainable practices is our commitment to fostering strong vendor partnerships, supported by the establishment of a comprehensive Supplier Code of conduct and by making the ESG efforts of our suppliers visible and tangible to our customers. Just as we feel a strong sense of responsibility to our customers, we are equally committed to ensuring they are fully informed about the various options available to them to minimize their IT footprint. Whether they have formulated strict ESG requirements towards their supply chain or not.

Sustainability is embedded into our business model. The digitization of society results in continued growth in the demand for digital services, which in turn is driving considerable energy consumption and associated carbon footprint. And given the importance of the global energy transition for the decades to come, we focus on various ways to support energy consumption and CO2 footprint reduction.

But different IT assets present vastly different value chains in footprint.



Sources:
HP Carbon Footprint Report - HP Laptop PC
Dell PowerEdge R740XD - Carbon Footprint

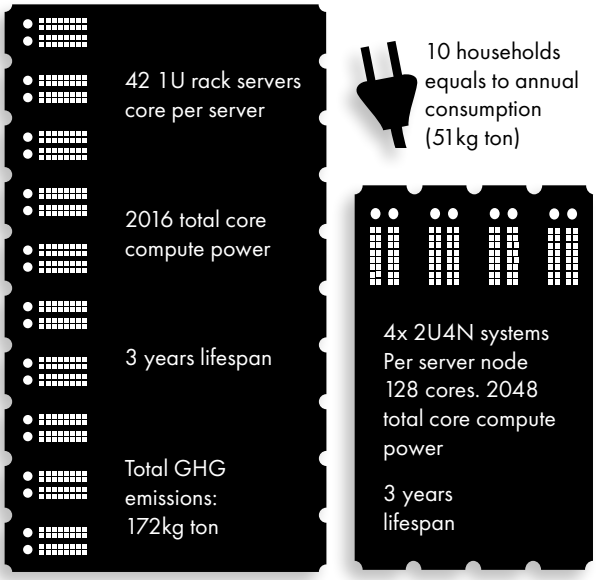


This effectively means supporting customers to reduce carbon footprint related to IT consumption cannot be achieved by a one-size-fits-all approach.

For client devices, it makes most sense to ensure we maximize the lifecycle of every laptop or desktop, to avoid unnecessary manufacturing.

Saving 878 metric tons of CO_2e is equal to not driving an average gasoline powered passenger car for 3.507.365km or 87.5x around the world (along the equator)

Estimated GHG emissions HP 15" laptop = 228kg CO_2 e
Manufacturing contribution (77%) = 175,6 kg CO_2e



Looking at datacenter compute stacks, one needs to carefully examine the options to build server clusters optimized on power consumption, simply because of the weight factor of usage. A fully populated rack cabinet with 1U rack servers with 2x 24 core CPUs provides just over 2000 cores and generates approx. 172 kg ton of CO_2e over 3 years 1. But the latest generation of 2U, 4 node high-density architectures with 64 core AMD EPYC processors can provide the same amount of compute power requiring just 8U rack space and a power consumption equivalent to 121 kg ton CO_2e.[1]

Just a change in the selected technology architecture can save the equivalent of the annual electricity consumption of 9.9 (large) households (according to the EPA[2]).

[1] According to configs created in Dell's Enterprise Infrastructure Planning Tool, February 2023.
[2] https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator, February 2023.

Considering the examples above, we have identified three core areas to make a difference:

circularity: maximize the lifecycle of every IT asset

Our focus on the lifecycle of IT infrastructure is designed to maximally utilize assets across their entire lifecycle. Every customer case is different. Some clear benefit from adopting the latest generation of compute technology every two years. They require every inch of marginal gain in compute, bandwidth, or capacity to stay ahead of the game. Others are perfectly fine deploying previous generations of tech since it drastically reduces Capex investments. Such refurbished assets limit the environmental footprint as it extends the lifecycle of systems for multiple years.

Our ITAD solution allows our customers to globally outsource decommissioning of obsolete IT infrastructure, allowing us to use our market expertise for your benefit through a centralized process.

Our intention is to reuse all IT Infrastructure that is acquired through the ITAD solution. Devices that have reached the true end of their economic life, as established through thorough acceptance criteria, are recycled by our WEEE certified partners to re-use raw materials which were once transformed into a server or switch.

- hardware supply
- multi-vendor maintenance
- pre-staging & imaging
- datacenter moves
- worldwide logistics
- data erasure
- worldwide installations
- hardware buybacks

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performance, cost & energy efficiency optimization

According to the International Energy Agency (IEA) , global data center electricity use is estimated to be between 220 and 320 TWh, approx. 0.9 to 1.3% of global demand and like the total annual electricity consumption of the United Kingdom. With the continued growth in the demand for digital services, it's incredibly important to focus on energy efficiency. Fortunately, IT energy efficiency gains are visible: between 2015 and 2021, global internet traffic is up 440%, data center workloads grew +260%, however against a relatively moderate 60% energy use increase (according to IEA)[3].

Today, we see different new IT solutions providing identical levels of performance demonstrate a double-digit difference in power consumption. Therefore, we actively bring such comparisons to customers, raising awareness and help estimating both potential cost and emission reductions. Our teams are trained and guided to ensure they can identify such optimizations in working with customers daily.

optimizing global logistics

IT supply chains present a high degree of clustered manufacturing in regions such as Asia and Eastern Europe. It is therefore inevitable assets will travel a significant distance from the manufacturing country of origin to the location they will be used. Especially considering most of our customers operating at global scale. And while logistics only represent a limited percentage (6%) of the total carbon footprint 4throughout the life of an average laptop, it does provide various options for footprint reduction.

We aim to make sure customers are fully aware of various available transport modes, if only to ensure road, rail or sea freight is used in favor of air freight when possible. We also proactively aim to deploy new developments in packaging, whether it is packaging from recycled materials or multi-packing options which reduce the physical footprint of equipment heading to its destination.

[3] Data Centres and Data Transmission Networks, September 2022.

social responsibility

Acknowledging the impact of the IT industry on social challenges globally, we are committed to taking proactive steps towards fostering inclusive, sustainable growth, promoting full and productive employment, and ensuring decent work for all along the supply chain we operate in. We are committed to protecting the labor and human rights, health and safety of our employees, and to fostering a work environment that values diversity, equality, inclusivity, and fair treatment.

Our social responsibility focus areas and goals are in alignment with the following Sustainable Development Goals (SDGs)

diversity, equity, and inclusivity

Being focused on diversity from day one has played an integral role in our ability to attract and retain talent and therefore our companies' overall growth. Our success is built upon our extremely diverse and talented group of people. At the Infinite Group, every department has members from at least two continents or more. Also, with over 40% of our entire organization being female, we exceed the average female representation in tech industry (~20%)[4]. Our 25+ nationalities within a moderately sized organization today plays a differentiating role not only given the global nature of our business but also as catalyst to recruiting talent from all around the globe. Therefore, we are a recognized sponsor for highly skilled migrants in the Netherlands.

We operate as an interactive ecosystem that is based on talent and personality rather than flat hierarchy. Every day, we emphasize the importance of our company culture. Key elements such as transparency and trust are crucial in unleashing the full potential of our workforce. We aim to preserve and maintain our organizations DNA, culture and structure while continuing to grow. We are focused on making sure our practices are aligned with all national legislations and international conventions like Universal Declaration of Human Rights, and that all our employees are happy, experience freedom to express themselves and actively search for their way to make personal impact within and beyond the organization.

[4] Distribution of women and ethnic minorities in tech organizations 2021. https://www.statista.com/statistics/1256194/representation-of-gender-and-ethnic-minorities-tech/

safety and health

We recognize that safe and supportive workplace is essential for our employees' well-being. The Dutch Labor and Working conditions laws are amongst the strongest in the world. We abide by all national and EU health, safety, and wellness regulations in our office locations. To maintain a safe and healthy work environment for all employees' activities like regular risk assessments and proactive measures to prevent workplace hazards, providing necessary safety training and equipment and prompt reporting and investigation of safety incidents are conveyed.

As an employer, we do not restrict ourselves in solely focusing on business life. Recognizing the significance of a healthy work-life balance, we embrace a flexible approach to working hours and support remote work, taking a step aside from the traditional 9 – 5 mindsets. Furthermore, we provide small incentives, such as diverse office facilities like canteen with fresh groceries and fruit from the nearby farms, gym with a personal trainer, beneficial health insurance modules, provided work transport and a beneficial plan for public transport and purchasing of electric bicycles to encourage this positive mindset. Also, a tradition of our team has become participating in various events like The Four Days Marches or The Harbor Run.

To foster professional development, at the Infinite Group, every employee has a personalized growth-path in place with clear goals and objectives. Our regular mid-year and end-of-year reviews, in collaboration with our People and Culture team, offer every employee an opportunity to actively shape and discuss their career trajectory. Furthermore, all employees have an opportunity to attend trainings, conferences and obtain additional qualification. However, learning has no limits. Therefore, we are currently working towards a comprehensive program that extends an opportunity for all our employees to participate in even a wider range of courses and training sessions.

supporting local and IT communities

Social responsibility is not limited to our organization and its employees only. We believe in being an active corporate citizen, dedicating to making a positive impact in the communities where we operate in and the development of the IT industry.

In terms of social contribution, we do not merely focus internally. Our active engagement in community events like HAN International School of Business annual career fairs and networking events for the local entrepreneurs is crucial to our community building activities.

Also, as a result of our focus on the end-to-end lifecycle of IT infrastructure, we have established an Incubator Program for promising and ambitious Managed and Cloud Services Providers. Such organizations often present significant growth potential, though struggle with the financial complications or rapid expansion. And consequently, cannot just procure the latest and greatest in terms of infrastructure. Our Incubator Program is designed to feed decommissioned assets from larger corporate customers and extend its lifecycle, allowing tomorrow's bright start-ups to re-use them and develop their business.

supply chain management

We intend to preserve and expand our social impact not only throughout our organization and the IT communities we operate in but also across the supply chain. While keeping the focus on quality, price, and availability we also want to raise awareness on the importance of relevant social issues along the supply chain. For example, by having established a long-lasting partnership with companies like D-Two who provide work to people with distance to labor and by working with local companies across the world, we have brought forward social issues like women empowerment and equal job opportunities for all.

governance responsibility

Our organizational culture prioritizes independent thinking over rigid adherence to rules and regulations. We recognize the value of our talented team members and provide extensive support and training to foster their growth. Instead of imposing strict boundaries, we empower our employees with context to guide their decisions. However, certain topics require clarity to ensure that every member of the Infinite Group fulfils their shared and personal responsibility towards one another, our third-party relations, and information security. To address these matters where compliance is non-negotiable, we have established Standard Operating Procedures, the Privacy Notice, the Employee Handbook, and a Culture Sheet. These documents outline clear guidelines for ethical conduct and behaviour towards stakeholders within and outside our organization and information security.

We address governance responsibilities across three areas: within our organization, external awareness and influence, and information security. By doing this we aim to uphold ethical standards, transparency, and accountability both internally and externally, fostering sustainable growth and trust within our organization and beyond.

within our organization

Ethical conduct is deeply ingrained in our company culture and values, as reflected in our Culture Sheet. During recruitment and onboarding, adherence to these values is emphasized, and they form a crucial aspect of performance evaluation. We believe in aligning our decisions and actions with both company and personal values, actively supporting and rewarding ethical behavior.

integrity and transparency

Internally, we prioritize honesty and openness, fostering transparent communication among employees and leadership.

respect for human rights

Our internal policies promote fair labor practices, diversity, and inclusivity, ensuring a workplace free from discrimination, harassment, and bullying while upholding the human rights of our employees.

caring for our environment and community

We integrate sustainable practices into our operations, focusing on resource efficiency, waste reduction, energy conservation, and community improvement. Clear guidelines outlined in our SOP encourage employees to contribute ideas and initiatives for environmental sustainability and community support.

external awareness and influence

We are committed to building trust and engagement with our external stakeholders, including customers, suppliers, and partners, through open dialogue and due diligence. To ensure alignment with our governance values, we extend clear guidelines and procedures internally to our external stakeholders.

verifying downstream integrity

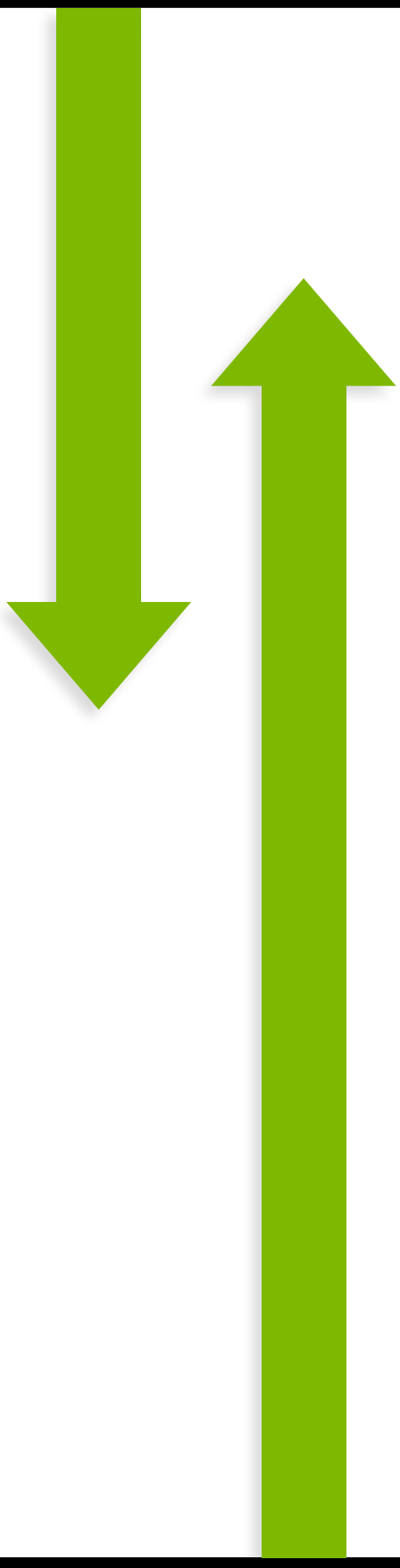
Through our onboarding procedures, we assess the financial stability of our customers and seek to understand their industries to uphold our environmental, social, and ethical values. We aim to foster an open dialogue with our customers to ensure mutual alignment of values.

ensuring upstream compliance

We expect compliance from our supplier and partners to our Supplier Code of Conduct, outlining environmental, social, and information security guidelines. Non-compliance prompts constructive dialogue to evaluate and improve practices beneficially for all stakeholders.

- **conflict minerals**

  Acknowledging the difficult situation that IT products may contain conflict minerals, and recognizing our responsibility as non-manufacturer, we are committed to ensure legitimate and responsible sourcing of our products. We strive to avoid the use of conflict minerals in the products that we offer. To this end, we will screen new suppliers on this topic and yearly evaluate already contracted suppliers. Our Supplier Code of Conduct outlines our expectations of suppliers' policies and due diligence regarding conflict minerals.



information security

We prioritize data privacy and handle confidential information with transparency and care. All data, including that of employees, customers, applicants, and suppliers, is managed in accordance with GDPR regulations. This ensures that you have rights concerning your personal data.

To ensure the secure processing and storage of data from all relevant stakeholders, we are committed to maintaining our IT infrastructure in line with the latest cybersecurity standards.