

Annual Sustainability Report 2025



Your Comprehensive
Technology Lifecycle Partner

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Letter from our CEO



Valued Stakeholders,

As a global leader in comprehensive technology lifecycle solutions, an OEM, and a certified B Corporation™, we understand our responsibility to operate with the highest standards of corporate governance and contribute to a sustainable future. We are proud to present this year's Annual Sustainability Report, a testament to our ongoing commitment to environmental, social, and governance (ESG) excellence.

Sustainability is deeply embedded in our DNA, influencing every aspect of our business. We are not just participating in the conversation; we are actively driving meaningful change. In this report, you will find detailed insights into our progress, including:

- **Industry-leading sustainability performance.** We are exceeding sustainability targets and outperforming our peers in key performance indicators.
- **Championing circularity.** We are enhancing our device refurbishment program, extending device lifespans through robust repair and refurbishment initiatives, and strengthening our commitment to a circular economy.
- **Enhanced IT asset disposition (ITAD) capabilities.** We are expanding our recycling, sustainable hardware destruction processes, and secure data destruction process, ensuring R2V3 compliance and minimizing environmental impact.
- **Extending the lifecycle of CTL devices.** We are adding programs and post-warranty accidental damage protection plans to extend our customers' device lifecycles.
- **Global impact through refurbished devices.** We are expanding our programs to provide refurbished devices to learners in developing countries, fostering educational opportunities and reducing e-waste.

Our commitment extends beyond our own operations. We are dedicated to empowering our customers to leverage technology for learning and growth while safeguarding our planet's resources. As our global impact expands, sustainability remains central to our purpose and drives our business results.

We believe in transparency and accountability, and this report reflects our dedication to these principles. We invite you to explore our progress and join us on our journey toward a more sustainable future.

Thank you for your continued interest and support.

Sincerely,
Jason Mendenhall
CEO, CTL



About CTL

CTL is a global computing solutions manufacturer empowering success at school and in the workplace with award-winning technology products and industry-leading lifecycle services. For 35+ years, customers in more than 65 countries have relied on CTL's award-winning offerings of Chromebooks, Chromeboxes, monitors, and video collaboration tools. We're solution finders, creating tailored solutions delivered with nimble responsiveness to help you innovate your next program. CTL's expertise has earned designations as a Google Education Premier Partner, a Google Cloud Partner, and an Intel Technology Platinum Partner.

In 2024, CTL was officially certified as a B Corp™ for its commitment to sustainability and social responsibility.



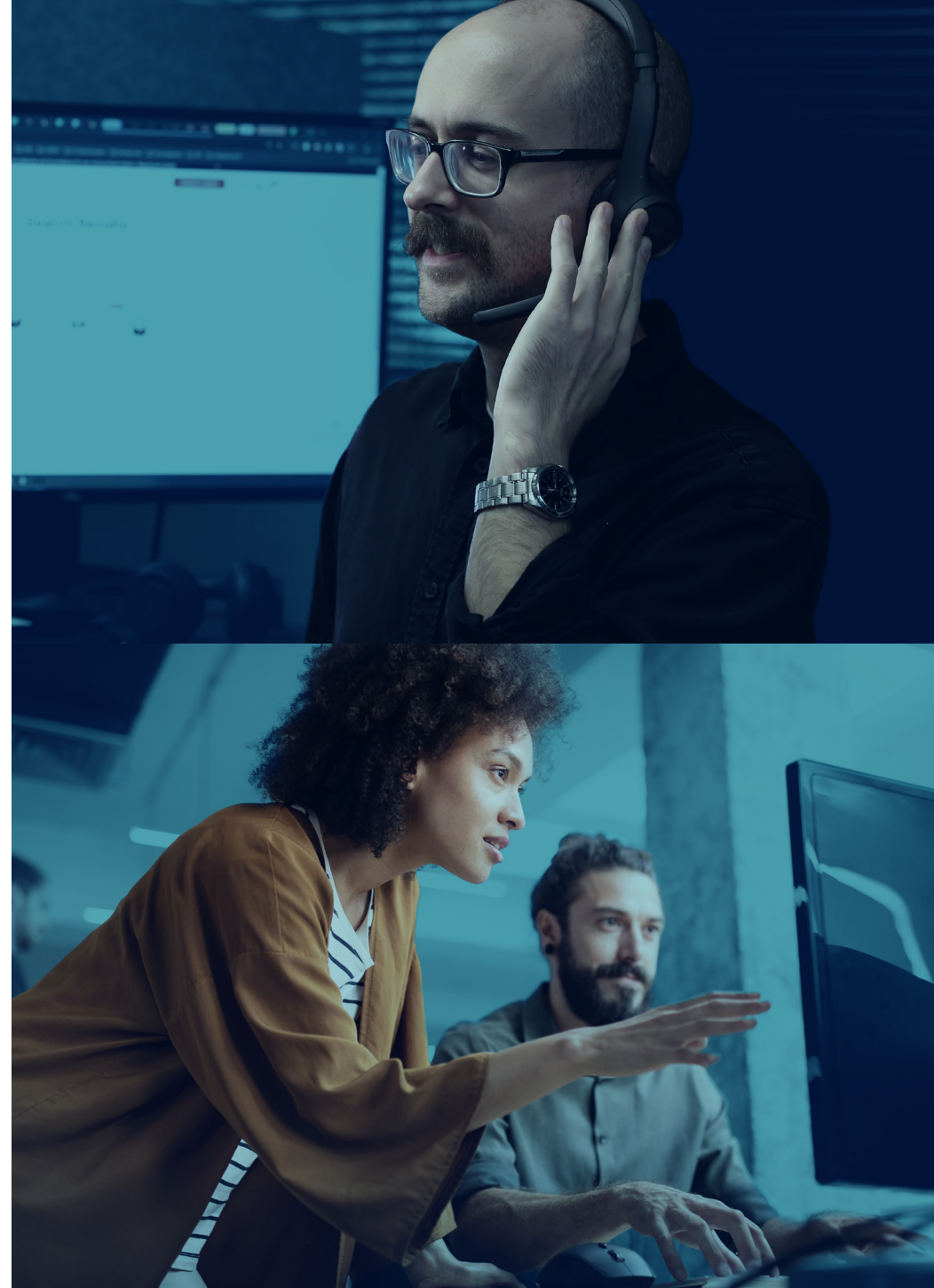


Mission

CTL exists to provide high-quality, affordable, and sustainable technology lifecycle solutions that empower our customers and their communities to grow, thrive, and succeed.

Vision

CTL strives to be a global leader in providing comprehensive, innovative, and sustainable technology lifecycle solutions that empower individuals and organizations to achieve their full potential.



CTL's Sustainability Impact at a Glance

Certified



Corporation

CTL became the **world's first ChromeOS computer manufacturer** to be certified as a B Corp™

We've served customers in more than
65 countries



We redesigned our laptop products to **increase the amount of recycled material to 30%** in PX Series products

 **ecodrive**
Certified Climate Positive Brand

Our carbon offset activities **planted 5,788 carbon-capture mangrove trees** in Kenya
1,794.28 tons of Co2 removed over a tree's lifetime

We launched our CTL device buyback and refurbishment program to **improve sustainability with whole device lifecycle management, refurbishment, and recycling**



Our Beaverton headquarters runs on **100% renewable energy sources**



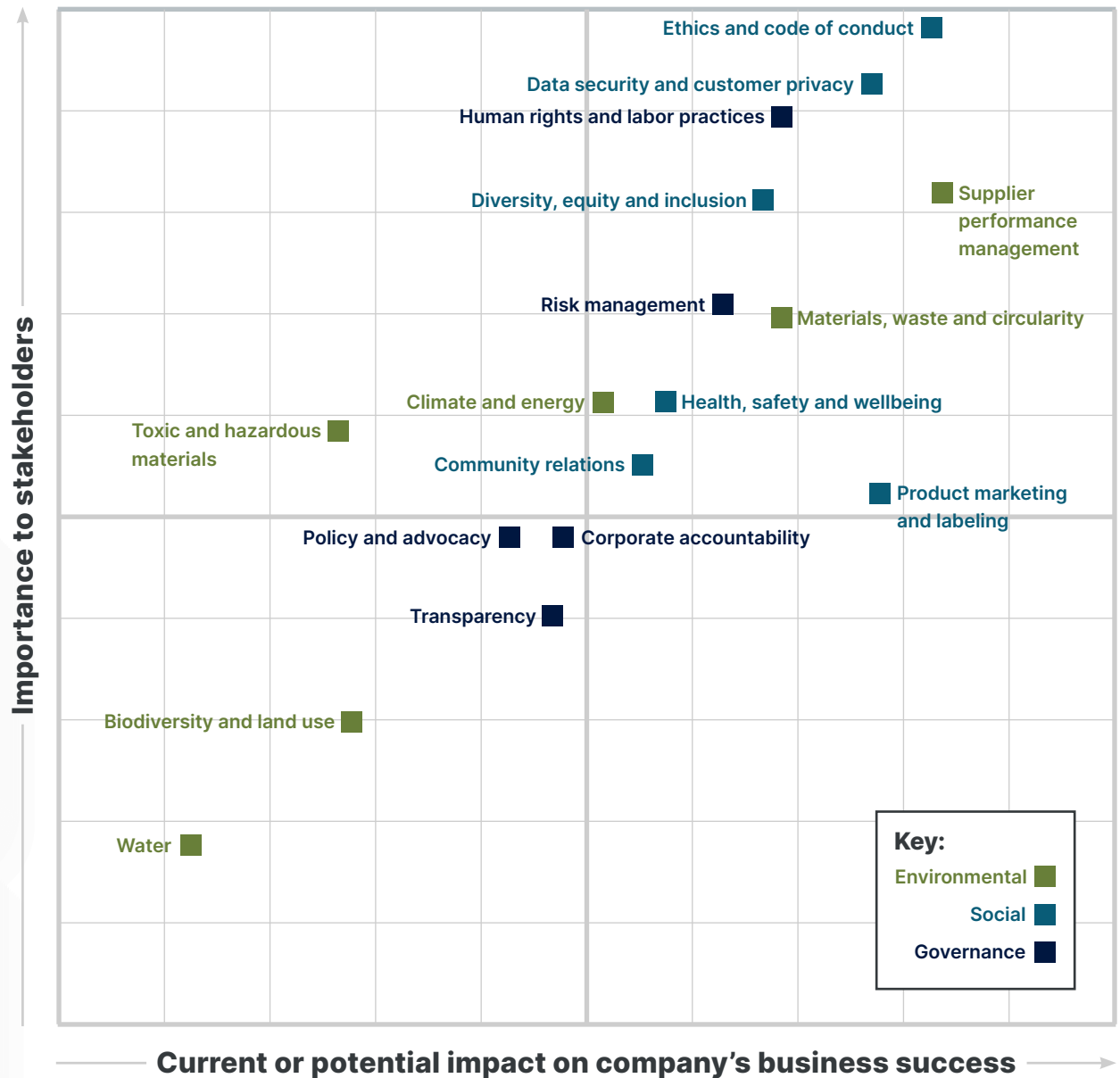
We achieved **platinum status** with Green Business Benchmark

Additional CTL designations include:



Stakeholders and Materiality

At CTL, our global business touches a broad range of stakeholders -- from the students using our computers, to the suppliers manufacturing the hardware, to our business partners and customers around the world. Our leadership has defined our sustainability priorities by considering the needs and perspectives of all our stakeholders and reflecting that through our Materiality Assessment.



Our Sustainability Focus Areas and Goals

The rigorous standards of the B Corporation Impact Assessment shape our sustainability priorities, ensuring our efforts drive meaningful social and environmental impact. We balance purpose and profit to guide our focus areas and goals.

Environmental

Impact Area: Air and Climate

- Commit to measurable progress by setting targets to reduce greenhouse gas emissions across our supply chain, driving a more sustainable future.
- Offset our supply chain's carbon footprint by investing in certified carbon credits, supporting verified climate-positive initiatives around the world.
- Cut energy consumption at our facilities through smarter conservation strategies and innovative energy efficiency upgrades, reducing our environmental impact.

Impact Area: Customers

- Launch a takeback program for non-CTL brands, helping to extend the lifecycle of products and reduce waste.
- Establish student Chromebook repair program in 3-5 new school districts, empowering students with CTE skills while promoting sustainable practices.
- Establish a baseline for annual CTL takeback volumes and refurbished product sales to set measurable environmental goals and track future progress.

Impact Area: Environment - Land & Life

- Establish targets to minimize solid waste across our supply chain, creating a pathway to a cleaner, more sustainable operation.
- Launch impactful initiatives to reduce waste at its source and prioritize waste diversion strategies, keeping materials out of landfills and incinerators while supporting a circular economy.

Social

Impact Area: Community

- Demonstrate our commitment to building an inclusive workplace by including a clear statement on diversity of perspective, inclusion, and belonging in all our job postings.
- Track the diversity of ownership within our supply chain, championing equitable opportunities for all businesses.
- Set measurable goals to drive meaningful improvements in fostering a culture of inclusion across every level of our organization.

Impact Area: Workers

- Conduct a thorough analysis of our job descriptions and requirements to ensure they are inclusive, equitable, and free from bias.
- Measure employee well-being by capturing a baseline percentage of team members who report an engagement level of "satisfied" or higher, laying the groundwork for continuous improvement.
- Reimagine our internship program by partnering with educational institutions to offer meaningful opportunities that provide equitable pay, empowering the next generation of talent.

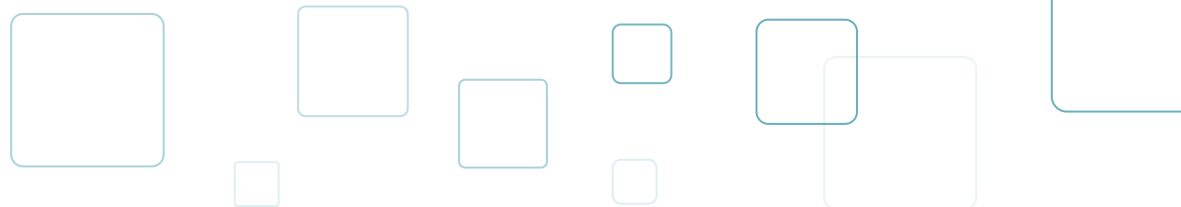
Governance

Supply Chain Management

- Establish regular quality assurance reviews with key suppliers to ensure alignment with our standards and a commitment to excellence.
- Introduce biannual reviews of staffing subcontractors to evaluate and address the social and environmental impact of our outsourced staffing services, driving accountability across our partnerships.
- Conduct biannual reviews of suppliers to uphold ethical practices, monitor performance, and reinforce our commitment to responsible sourcing.

Ethics and Code of Conduct

- Update our Code of Ethics policy to emphasize behavioral expectations regarding bribery and corruption, reinforcing our commitment to integrity.
- Deliver Code of Ethics training to all employees, fostering a culture of accountability and ethical decision-making.
- Refresh our policies to include a "whistleblower" component to ensure that employees are empowered to report concerns safely and transparently, ensuring accountability at every level.



Environmental



Impact Area: Air and Climate

Our Performance

Scope	Category	Emissions
1	1.01 - Onsite Fuel	30.38
1	1.02 - Vehicle Fuel	10.62
2	2.01 - Location-based Purchased Electricity	20.03
3	3.01 - Purchased Goods and Services	3,565.59
3	3.03 - Fuel and Energy-Related Activities	57.96
3	3.04 - Upstream Transportation and Distribution	1,538.00
3	3.06 - Business Travel	109.33
3	3.07 - Employee Commuting	63.57
3	3.09 - Downstream Transportation and Distribution	751.82
3	3.11 - Use of Sold Products	4,222.85
		10,370.15

Scope 1: Direct emissions from sources owned or controlled by CTL

Scope 2: Indirect emissions from purchased electricity, steam, heat and cooling

Scope 3: all other emissions associated with a company's activities

2025 Goals

- Commit to measurable progress by setting targets to reduce greenhouse gas emissions across our supply chain, driving a more sustainable future.
- Offset our supply chain's carbon footprint by investing in certified carbon credits, supporting verified climate-positive initiatives around the world.
- Cut energy consumption at our facilities through smarter conservation strategies and innovative energy efficiency upgrades, reducing our environmental impact.

Actions we are taking:



Renewable Energy Purchasing

CTL purchases 100% of Beaverton headquarter facility energy from renewable sources



Supplier Engagement

CTL has engaged all of our strategic suppliers on improving energy and climate performance



Product and Packaging Materials

We are working to reduce our product and packaging materials and source preferred materials where possible



Corporate Travel and Commuting Policies

CTL's travel and commuting policies contribute to the reduction of our carbon footprint

Impact Area: Customers

Our Performance

CTL continues to invest in lifecycle services to protect and extend the longevity of our products. CTL designs its products for extended use, maintains parts for extended warranty, and participates in Google's self-repair program. We've increased financial incentives to encourage sustainability by 50% with programs, including buybacks, to encourage reuse. In 2024, we also launched a refurbished device program to extend the life of Chromebooks and keep them out of landfills.

2025 Goals

- Launch a takeback program for non-CTL brands, helping to extend the lifecycle of products and reduce waste.
- Establish student Chromebook repair program in 3-5 new school districts, empowering students with CTE skills while promoting sustainable practices.
- Establish a baseline for annual CTL takeback volumes and refurbished product sales to set measurable environmental goals and track future progress.

Actions we are taking:



Evangelize Google Chromebook student repair program



Expanding our computing device buyback program to additional brands beyond CTL



Encourage and promote expanding CTL device rental and leasing programs



Innovate new flexible services programs, such as Accident Packs, to extend device use over time

Impact Area: Environment - Land & Life

Our Performance

Every year, CTL continues on its mission to reduce packaging and waste. We remain committed to working with partners and stakeholders to find new ways of improving sustainable packaging. As one example of supplier collaboration, CTL incorporated 30% recycled material in PX series products. CTL now ships most of its products in material-reducing bulk boxes.

2025 Goals

- Establish targets to minimize solid waste across our supply chain, creating a pathway to a cleaner, more sustainable operation.
- Launch impactful initiatives to reduce waste at its source and prioritize waste diversion strategies, keeping materials out of landfills and incinerators while supporting a circular economy.

Actions we are taking:



Implementing FSC designated packaging on applicable products



Increase supplier collaboration for improved design and manufacturing methods



Energy Star, ROHS, and EcoLabel adoption and compliance



Deploying bulk packaging strategies to reduce solid waste



Social

Impact Area: Community

Our Performance

CTL is committed to fostering inclusion and recognizing unique perspectives, backgrounds, and talents. Through a myriad of programs, we value an inclusive culture and empower every voice to thrive.

2025 Goals

- Demonstrate our commitment to building an inclusive workplace by including a clear statement on diversity of perspective, inclusion, and belonging in all our job postings.
- Track the diversity of ownership within our supply chain, championing equitable opportunities for all businesses.
- Set measurable goals to drive meaningful improvements in fostering a culture of inclusion across every level of our organization.

Actions we are taking:



Calculate turnover rate to identify potential improvements



Conduct employee exit interviews to identify issues



Continue annual employee demographic information survey



Employee training to ensure diversity of perspective, inclusion, and belonging

Impact Area: Workers

Our Performance

We prioritize human rights and fair labor practices, ensuring a safe, respectful workplace for CTL and our suppliers. CTL commits itself to ethical standards and to uphold the well being of our employees and of members of our supply chain.

2025 Goals

- Conduct a thorough analysis of our job descriptions and requirements to ensure they are inclusive, equitable, and free from bias.
- Measure employee well-being by capturing a baseline percentage of team members who report an engagement level of “satisfied” or higher, laying the groundwork for continuous improvement.
- Reimagine our internship program by partnering with educational institutions to offer meaningful opportunities that provide equitable pay, empowering the next generation of talent.

Actions we are taking:



Updating our website careers section to reflect corporate values, initiatives, and opportunities.



Implement a refreshed student internship program



Encourage High Ethical Principles

Implementing new TRAIT goals: trusting, resourceful, accountable, innovative, and team-oriented



Require suppliers to sign CTL code of conduct.

A composite image featuring a large cargo ship on the left, a cargo truck in the foreground, and an airplane in flight on the right. The word "Governance" is overlaid in white text on the left side. The image has a teal/blue tint and includes several faint, light blue rectangular outlines scattered across the lower half.

Governance

Supply Chain Management

Our Performance

Our supply chain approach emphasizes transparency, sustainability, and ethical practices. We prioritize fair labor conditions, minimize environmental impact, and forge partnerships based on responsible sourcing, ensuring a resilient and responsible supply chain.

2025 Goals

- Establish regular quality assurance reviews with key suppliers to ensure alignment with our standards and a commitment to excellence.
- Introduce biannual reviews of staffing subcontractors to evaluate and address the social and environmental impact of our outsourced staffing services, driving accountability across our partnerships.
- Conduct biannual reviews of suppliers to uphold ethical practices, monitor performance, and reinforce our commitment to responsible sourcing.

Actions we are taking:



Encourage supplier
RBA membership



Request supplier
self-assessment
questionnaire



Review entity lists using
Consolidated Screening
List (CSL)



Align with RBA
standards

Impact Area: Governance

Our Performance

Our ethical foundation is built on integrity, accountability, and transparency. CTL's Code of Conduct guides our decisions, fostering a culture of trust, fairness, and responsibility throughout the organization and through extended partnerships.

2025 Goals

- Update our Code of Ethics policy to emphasize behavioral expectations regarding bribery and corruption, reinforcing our commitment to integrity.
- Deliver Code of Ethics training to all employees, fostering a culture of accountability and ethical decision-making.
- Refresh our policies to include a "whistleblower" component to ensure that employees are empowered to report concerns safely and transparently, ensuring accountability at every level.

Actions we are taking:



Encourage High Ethical Principles

Implementing new TRAIT goals: trusting, resourceful, accountable, innovative, and team-oriented



Solicit Customer Feedback

We ask customers to provide ethics-related feedback to our executive offices for appropriate action



Policy Compliance Expectations

We enact consequences for failing to comply with CTL's ethics and conduct standards



Expectation to Follow Laws and Regulations

All employees must follow federal, state, and local laws and regulations



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