



Sustainable software for your  
used device business



# About the report

For us, embracing sustainability is not just about being environmentally responsible; it's about ensuring business viability and relevance in a world where the demand for green technology and sustainable practices is ever-growing. Welcome to our Sustainability Report, a transparent and comprehensive account of our journey towards a more sustainable and responsible future. At NSYS Group, we have always believed in the power of sustainability to transform our operations and forge a deeper connection with our planet, people, and customers. This year, we are especially eager to share the strides we have made in integrating sustainable practices across all facets of our business, from cooperating with R2-certified companies to e-waste reduction by high-quality smartphone diagnostics.

Our report highlights our achievements and challenges and reflects our ongoing commitment to transparency and accountability. Here, you will find detailed insights into our sustainability initiatives, performance metrics, and future goals. We believe that sharing our journey not only holds us accountable but also inspires our customers, partners, and peers to join us in making sustainability a universal priority. At NSYS Group, sustainability is not just a strategy; it's a core value that guides every decision we make. We are excited to share our journey with you and look forward to continuing our efforts in creating a more sustainable and equitable world.



# CEO letter



**Gregory Glazman**

CEO

## Our Dear Stakeholder,

I am delighted to present our Sustainability Report for 2024 to you. On the following pages, we will present a comprehensive outline of our goals for conscious development, detailing our strategic approach towards achieving a more sustainable future. The report will include specific targets, such as decreasing carbon emissions, enhancing energy efficiency, and promoting sustainable resource use. Additionally, it will highlight our initiatives in product development, ensuring stable practices and a conscious approach. We will share our progress publicly, ensuring our commitments are not only ambitious but also transparent and accountable.

I am proud to announce that NSYS Group's solutions are used to diagnose millions of devices annually. By extending their life cycles, we reduce the overproduction of smartphones and contribute to the circular economy. This achievement not only highlights our commitment to sustainability but also demonstrates the efficiency and reliability of our diagnostic tools. Our technology identifies issues in devices, prolonging their usability and preventing unnecessary waste. As a result, we are significantly reducing the environmental impact of electronic waste. Additionally, our efforts support the growing global movement towards more responsible and sustainable consumer habits, encouraging people to reconsider their approach to technology usage.

We also focus on data security regulations to ensure that none of the refurbished devices contain any sensitive information. Every year, NSYS Data Erasure has been used on over 500 tonnes devices, providing a secure and thorough removal of all personal data. This process is critical in maintaining consumer trust and adhering to stringent privacy laws. Our data erasure methods comply with international standards, ensuring that each device is safe for reuse without any risk of data breach. By implementing these practices, we not only protect users' privacy but also contribute to the growing market for refurbished devices. This approach supports environmental sustainability and offers a cost-effective solution for consumers seeking reliable technology.

This upcoming report signifies a crucial step in our ongoing journey to integrate sustainability into the core of our business operations, reflecting our dedication to making a positive and lasting impact on both the environment and society. We are eager to keep our stakeholders informed as we advance in our sustainable way.



# Highlights



For the 8 years that  
we have been in  
the industry



**Over 500 tonnes** of devices are  
cleared with NSYS Data Erasure  
each year



**Millions of devices** are tested  
with NSYS Diagnostics  
annually

# Our goals for 2025



## Minimize Waste Production

Aim for zero-waste operations by reducing, reusing, and recycling materials. Implementing a comprehensive waste management plan can help achieve this goal.



## Educate and Engage Employees

Educate employees about sustainability practices and engage them in environmental initiatives. This can foster a culture of sustainability within the organization.



## Continuously Improve and Report

Regularly assess and report on sustainability performance. Set incremental goals for continuous improvement and transparently report progress and challenges.



## Promote Sustainable Transportation

Encourage the use of sustainable transportation options like public transit, biking, or electric vehicles for commuting and business travel.



## Support Local Communities

Engage in activities that support the local community and environment.



## Implement an ESG Strategy

Adopt a holistic approach, integrating sustainable practices across all operations.



# UN Sustainable Development Goals

NSYS Group has strategically aligned its operations and corporate ethos with several of the United Nations' 17 Sustainable Development Goals (SDGs). We underscore our dedication to playing a pivotal role in achieving a more sustainable and equitable future while driving business growth and innovation.



## Decent work and economic growth

Central to NSYS Group's approach is a technology-focused strategy that encourages the reuse of IT equipment. By meeting our clients' diagnostics and data deletion needs, we contribute to responsible consumption. With sustainable growth, driven by innovation and expansion of our customer base, we increase the number of reused devices and consequently influence the reduction of overproduction.

We are dedicated to fostering the growth and skill development of our employees. This is achieved through offering online courses, regular performance evaluations, conversations focused on career progression, and opportunities for gaining further qualifications, thereby cultivating the skills of our workforce.



## Industry, innovation and infrastructure

Ongoing investment in research and development (R&D) is crucial for enhancing our products and reducing unsustainable practices. Implementing a competency framework within our R&D teams has deepened our understanding of the skillsets present within our organization. This knowledge aids in the optimal use of these skills and identifies areas where skill enhancements are necessary.

NSYS Group fosters a culture of innovation, encouraging our employees to develop novel solutions that drive industry advancements while prioritizing environmental sustainability. Additionally, we collaborate with partners and stakeholders to build resilient and efficient infrastructure, thereby contributing to sustainable industrialization and broader economic growth.



## Responsible consumption and production

NSYS Group's software contributes to extending the lifespan of electronic devices. Used smartphones are diverted from ending up in landfills and instead find new life through reuse, resale, or donation. This plays a significant role in responsible consumption.

Moreover, our commitment to sustainability is demonstrated through our involvement in industry associations, participation in events, panel discussions, and webinars. Together with other industry representatives, we discuss environmentally friendly business development, e-waste, and carbon footprint reduction.

Product offering

# Cooperation with R2-Certified Companies



The R2 (Responsible Recycling) certification is a globally recognized standard for electronics recycling and asset recovery. It is designed to ensure that companies involved in the recycling process of electronic waste manage it in an environmentally responsible manner, prioritizing the health and safety of workers and communities. The certification outlines strict requirements for e-waste recyclers, including the safe and effective recovery and reuse of electronic materials, data security through the destruction of data-containing devices, and the prohibition of illegal export of hazardous e-waste. By adhering to these guidelines, R2-certified recyclers demonstrate compliance with global environmental and safety standards.

There are several reasons why we at NSYS Group believe that working with companies that hold an R2 certification is vital. Firstly, it ensures that electronic waste is handled in a manner that minimizes its environmental impact. R2-certified companies are audited regularly to verify that they are following best practices in e-waste recycling, including the safe disposal of hazardous materials. This reduces the risk of environmental contamination and promotes sustainable use of resources. Secondly, partnering with R2-certified companies provides assurance that all data contained in recycled electronics is securely destroyed, safeguarding against data breaches and identity theft. This level of accountability and environmental stewardship makes R2-certified companies preferred partners for businesses and consumers who are conscious of their environmental impact and data security.

Product offering

# E-waste Reduction

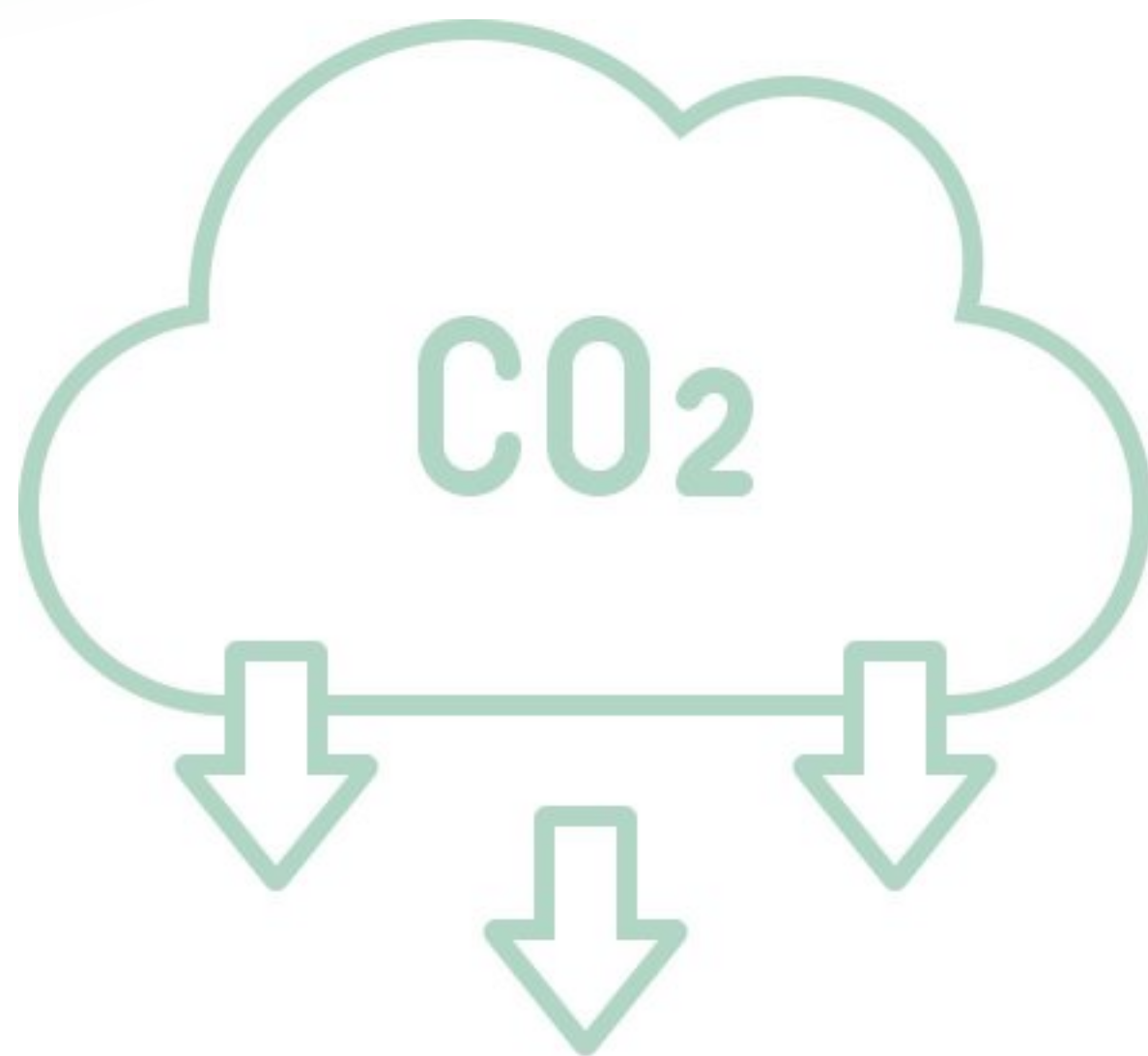


Used device diagnostics plays a crucial role in mitigating e-waste, reducing consumption, and preventing overproduction, primarily by extending the lifecycle of electronic devices. When a used device is tested via NSYS Diagnostics, it undergoes a thorough evaluation to identify any operational issues or potential failures. This process allows for the repair and refurbishment of devices that might otherwise be discarded prematurely. By helping to fix and update existing devices, NSYS Group reduces the need for producing new units, thereby cutting down on the resources and energy typically consumed in manufacturing processes. This not only lessens the strain on natural resources but also significantly diminishes the volume of e-waste generated, as fewer devices end up in landfills.

Moreover, NSYS Diagnostics contributes to a circular economy in electronics , where products are reused and recycled, rather than being disposed of after a single use. This approach not only saves resources but also offers a more sustainable alternative to the traditional, linear economic model of “take-make-dispose.” By ensuring that electronic devices are kept in use for as long as possible, NSYS Diagnostics help in reducing the demand for new products, which in turn curtails overproduction. This practice is not only environmentally beneficial but also economically advantageous, as it creates new markets for refurbished and pre-owned devices, offering consumers cost-effective alternatives to new products. Hence, NSYS Diagnostics stand as a pivotal tool in promoting environmental sustainability and resource efficiency in the electronics industry.



# Carbon Footprint Reduction



NSYS Group has taken significant steps to reduce its carbon footprint, aligning with global efforts to combat climate change. A key strategy has been the adoption of cloud computing and energy-efficient data centers. By transitioning to cloud-based services, NSYS Group has minimized the need for physical servers, leveraging the optimized power consumption and reduced energy wastage of cloud service providers' data centers. This shift not only contributes to a decrease in overall energy use but also streamlines operations, enhancing efficiency and reducing environmental impact. Additionally, the virtualization of servers further lessens the company's dependence on physical hardware, cutting down on both energy use and electronic waste.

In tandem with technological advancements, NSYS Group has implemented remote work policies, significantly diminishing carbon emissions from commuting. This approach not only contributes to environmental preservation by reducing travel-related emissions but also lessens the energy demands of maintaining a full-time office space. Within the offices, NSYS Group prioritizes energy-efficient practices, utilizing low-energy lighting and appliances, and promoting the responsible use of electronics. Moreover, we embrace sustainable software development practices, focusing on optimizing code to minimize the energy required for software operations. Emphasizing digital product delivery over physical distribution, NSYS Group further reduces its carbon footprint associated with manufacturing, packaging, and shipping. These combined efforts reflect NSYS Group's commitment to environmental responsibility and its role in fostering a more sustainable future.

# Conclusion



NSYS Group's commitment to sustainability is a testament to our understanding of businesses' critical role in shaping a sustainable future. Our efforts to help customers reduce e-waste represent a significant stride towards a more responsible and environmentally conscious technology industry. By focusing on the life cycle of electronic devices and ensuring they are reused, resold, or responsibly recycled, we are actively combating the growing issue of e-waste, one of the most pressing environmental challenges of our time. This not only aids in preserving natural resources but also in reducing the ecological footprint of technological advancement.

Sustainability is not just a corporate responsibility; it is imperative for the survival and well-being of future generations. Our actions today lay the groundwork for the world of tomorrow. As NSYS Group continues to innovate and lead in our field, our commitment to sustainability remains unwavering. We recognize that our responsibilities extend beyond our immediate operations to the broader impact we have on the planet and its inhabitants. Through our sustainable practices and dedication to reducing e-waste, NSYS Group is not only contributing to a healthier environment but also setting a standard for the industry. We believe that by prioritizing sustainability, we are not only doing what is suitable for the planet but also what is best for our customers, stakeholders, and the global community.



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