# DYNAMIC
### LIFECYCLE INNOVATIONS

# Your Trusted Partner for Responsible Recycling

# Who we are

# We Are Dynamic



| LONGEVITY | DEDICATION | INNOVATION | CULTURE |
|---|---|---|---|
| Established in 2007 | 7 certifications | Vertically integrated | 305 team members |
| 430,000 sq. ft. processing | 92M+ pounds managed (2024) | Closed-loop processing | Great Place to Work (6 years running) |

**DYNAMIC**
LIFECYCLE INNOVATIONS

# Our Scope of Services

# DYNAMIC
## LIFECYCLE INNOVATIONS

## Our purpose
**Why we exist**

Protect the planet and our customers' interests by giving electronics their next best life.

## Our mission
**Best way to accomplish our purpose**

We put people first and empower our team members to better themselves, their families and others.

## Our values
**How we behave**

**Do the right thing**

**Own it**

**Relentlessly pursue excellence**

**Serve with love**

**Have fun**

# DYNAMIC
LIFECYCLE INNOVATIONS

# Ease of Use & Service Excellence

## VOC Program

**91.5 NPS**
(Net Promoter Score)

**9.89 CES**
(Customer Effort Score)

**9.77 CSAT**
(Customer Satisfaction)

### Customer Satisfaction/Obsession

| Voice of the Customer Program | Monthly Touchbase Communications | Quarterly Business Reviews | EMT Engagement Calls |

# Our Certifications

# Our Certifications



*Your industry leader in compliance standards and certifications, ensuring the protection of your brand and ours.*

# Our Certifications

The NAID (National Association for Information Destruction) certification for Electronics Media Sanitization and Destruction sets the industry standard for data security. At Dynamic Lifecycle Innovations, we uphold this standard by maintaining a fully secure, key-card accessible facility equipped with over 100 security cameras that monitor all activities within and around the premises. Both of our Onalaska locations and our Tennessee location proudly hold NAID AAA certification, ensuring the highest level of data protection.

The R2 certification is the premier standard for electronics repair and recycling. It establishes a comprehensive set of processes, safety measures, and documentation requirements for businesses involved in the repair and recycling of used electronics. R2 certification is subject to rigorous and independent audits, emphasizing quality, safety, and transparency. Our Onalaska locations hold R2 certification, reflecting our commitment to these high standards.

Through this certification, Dynamic Lifecycle Innovations upholds a comprehensive set of performance requirements specifically designed for the electronics recycling and asset recovery industries. This certification encompasses various aspects including the proper handling and disposal of electronic waste, the prevention of hazardous materials leakage, and assurance of data security throughout the recycling process. Both our Wisconsin locations and our Tennessee location proudly hold e-Stewards certification.

# Our Certifications

ISO 9001 is the world's most widely recognized standard for quality management. It provides a framework for organizations to achieve and benchmark consistent performance and service excellence. This quality management system enables Dynamic Lifecycle Innovations to continuously monitor and manage quality across all its operations. Both of our Wisconsin locations as well as our Tennessee location hold ISO 9001 certification.

Through ISO 14001 certification , Dynamic Lifecycle Innovations has implemented an environmental management system as an integral part of our integrated management system. Our processes are designed to comply with all environmental laws and regulations, enhance workplace safety, and improve the effectiveness of end-of-life electronic decision-making. Both of our Wisconsin locations as well as our Tennessee location hold ISO 14001 certification.

ISO 45001 is an occupational health and safety management system standard. This certification integrates with and complements ISO 14001 and R2v3, enabling Dynamic Lifecycle Innovations to identify and control hazards throughout the entire workflow. Our adherence to ISO 45001 requirements allows us to mitigate risks for all stakeholders. Both of our Wisconsin locations as well as our Tennessee location hold ISO 45001 certification.

At Dynamic Lifecycle Innovations, we prioritize the protection of sensitive defense articles and related technical data, implementing stringent procedures and controls to ensure ITAR compliance. This registration provides the United States Government with essential information on entities involved in specific manufacturing, exporting, and brokering activities. Our Wisconsin facility (Building B) is fully equipped to handle ITAR materials.

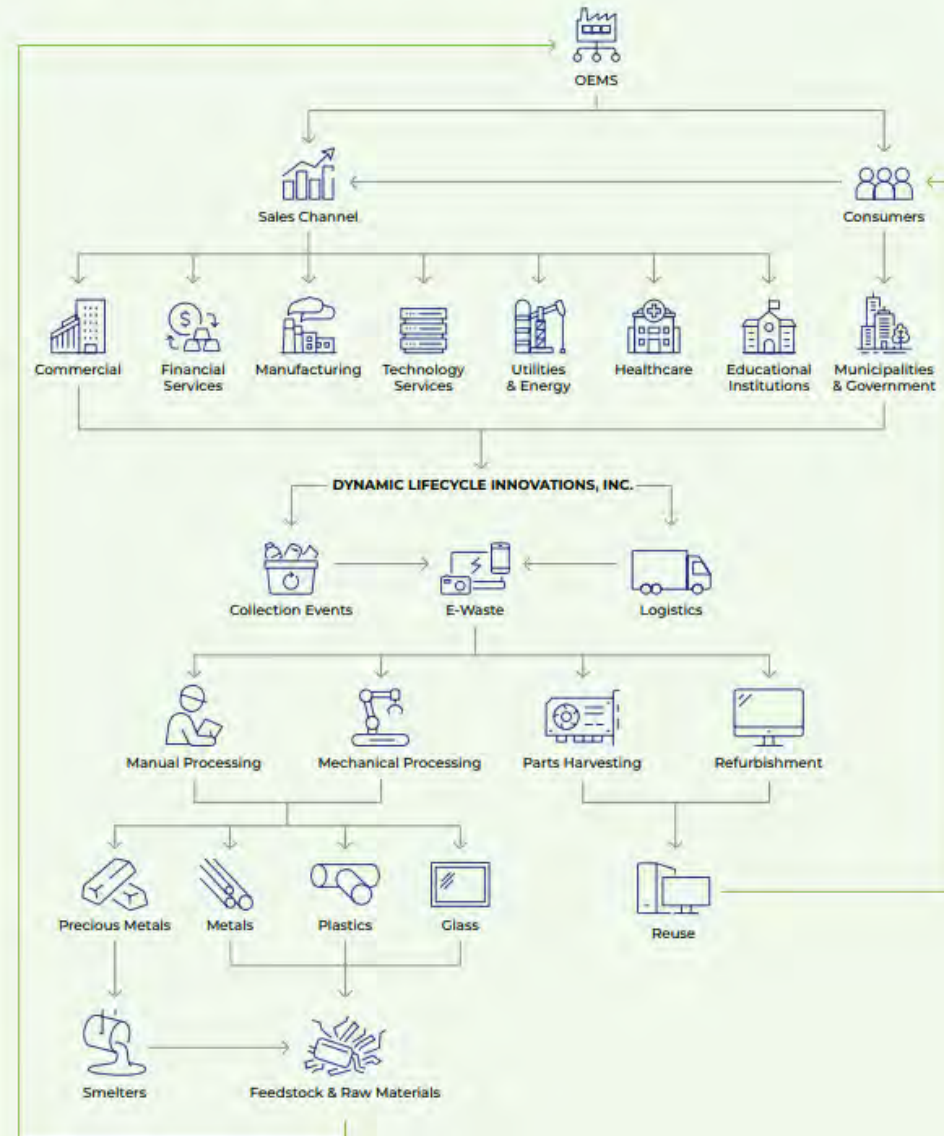# VENDOR COMPLIANCE: PARTNERS AND DOWNSTREAMS

## Setting the Bar for Risk Mitigation

- 175 Tier 1 Downstream Vendors
- Annual audits performed for all downstream vendors.
- Ensure Vendors meet or exceed the requirements of our dual R2 and e-Stewards certifications.
- $15MM Pollution Liability & $10MM Cyber Liability Coverage
- GPS tracking of downstream shipments

# Dynamics Capabilities

Overview of Dynamic's Business Activities

# Recycling







### RECYCLING

- In-house disassembly
- Manual and mechanical processing
- Mail-back Programs
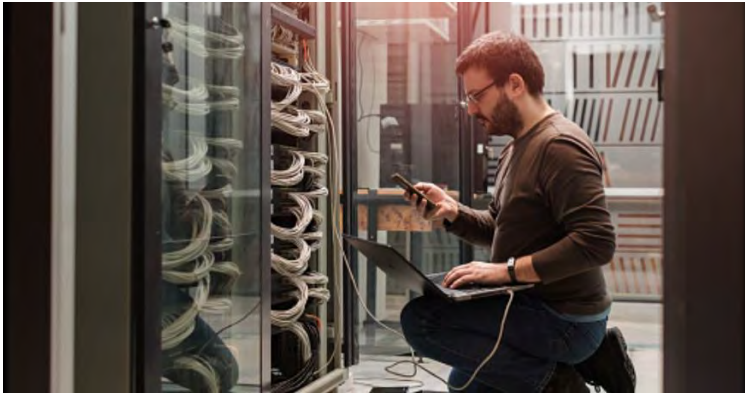- Program management

### RECOVERY

- Commodity recovery optimization
- Reuse hierarchy with whole units and components

### CLOSED LOOP

- Raw material feedstock
- End-to-end supply chain
- No landfill policy

**DYNAMIC**
LIFECYCLE INNOVATIONS

# ITAD

## TRACKING/DESTRUCTION

- Serialized asset tracking
- Data destruction (wipe/shred)
- Inventory reconciliation
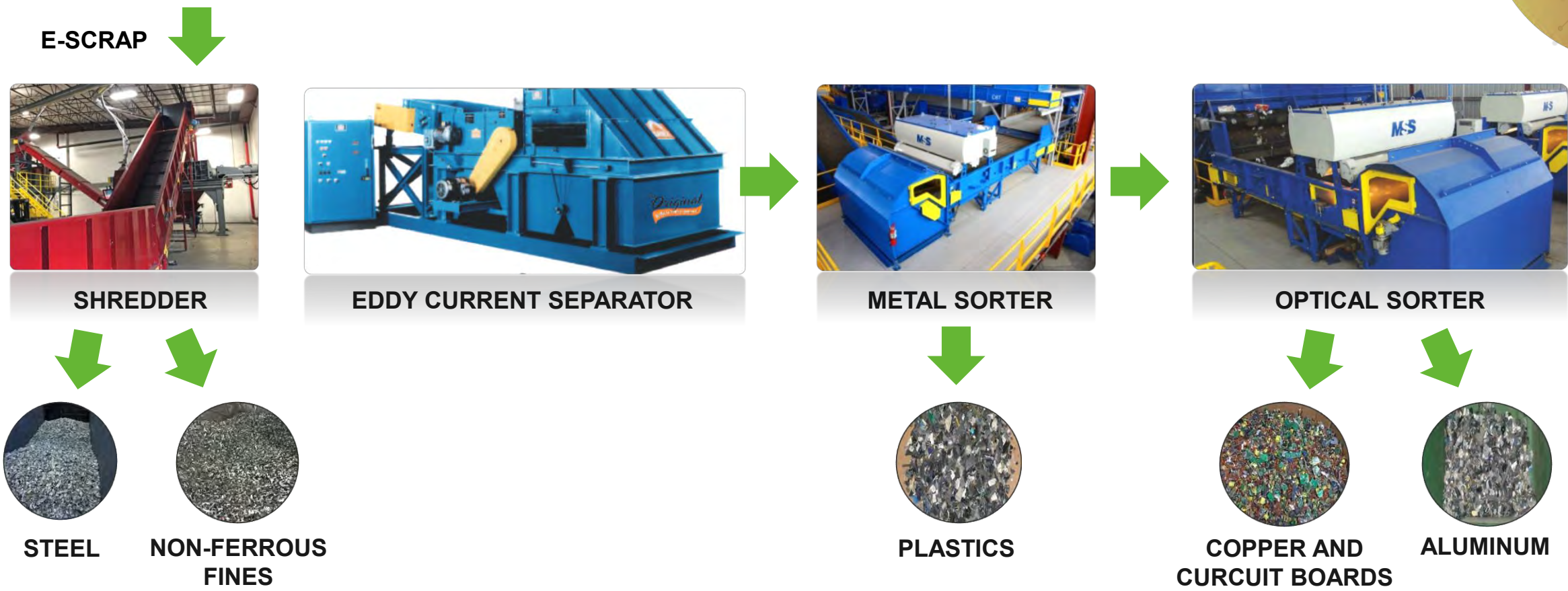- Cloud based data erasure

## ROBUST REPORTING

- Real-time customer portal
- Customizable templates
- Sustainability reporting

## CHAIN OF CUSTODY

- Reuse and end of life
- On-site data destruction
- Dedicated logistics
- Closed-loop process

**DYNAMIC**
LIFECYCLE INNOVATIONS

# The Materials Recovery Process

E-SCRAP

SHREDDER

EDDY CURRENT SEPARATOR

METAL SORTER

OPTICAL SORTER

STEEL

NON-FERROUS FINES

PLASTICS

COPPER AND CURCUIT BOARDS

ALUMINUM

DYNAMIC
LIFECYCLE INNOVATIONS

# Dynamic's ESG Journey



1 MATERALITY ASSESSMENT

2 PEER & COMPETITOR BENCHMARKING ANALYSIS

3 CARBON CALCULATOR DEVELOPMENT

4 OFFSET DISCOVERY PROJECT

5 BECOME A CERTIFIED OFFSET PRODUCER

# DYNAMIC'S ESG JOURNEY

## 2022 Accomplishments

- Conducted a materiality assessment to identify and prioritize our key ESG issues

- Performed peer and competitor benchmarking analysis

- Completed an emissions assessment of Dynamic Lifecycle Innovations' facilities to streamline efforts on reducing GHG emissions

- Developed carbon calculator to estimate potential avoided scope 3 emissions associated with clients' orders

- Published inaugural ESG report

## 2023 Accomplishments

- Reduced fossil fuels consumption through energy efficiency initiatives – ongoing transition to LED lighting and pursuing renewable energy (solar power and biofuels)

- Improved ability to track and report ESG metrics

- Aligned ESG goals with broader Dynamic vision

- Integrated ESG considerations into core services, ensuring ESG and climate-related reporting complies with SASB standards and TCFD recommendations

- Incorporated ESG into governance processes and risk management systems

- Published 2023 ESG report

**DYNAMIC**
LIFECYCLE INNOVATIONS
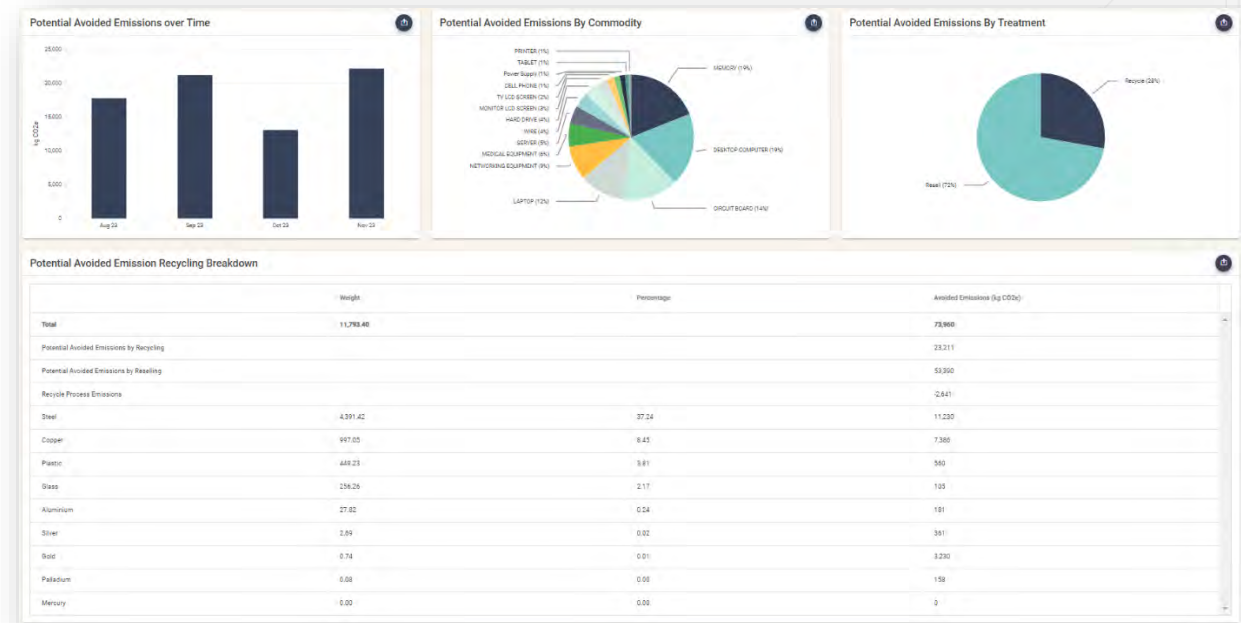
# ESG REPORTING & PRIORITIES



## 2024 ESG Goals:

- Conduct a feasibility study for a carbon offset/inset project.

- Explore a supplier diversity program.

- Develop ESG Strategy Team with representation from business units across the company and empower members to identify ways to become more sustainable, including reductions in waste and carbon emissions.

- Complete an energy efficiency evaluation, including an assessment of a solar panel project and funding sources.

- Deploy ESG employee engagement initiatives, especially those involving our Sustainability Committee.

Dynamic-ESG-Report-2023-final-web-2.pdf (secureserver.net)

# The Dynamic Carbon Calculator

- Methodology based on UN Clean Development Mechanism and e-waste GHG Protocol Framework

- Validated by third-party vendor, Sustainalytics

- Supports 35 Products and Commodities

- Real-time portal access

- Reports potential carbon emissions avoided through recycling and reuse efforts

- Supports sustainability and carbon neutrality goals

# SUSTAINABILITY REPORTING

**108,279 LBS.**
RECYCLED

**3,075 UNITS**
REMARKETED

**280,688 (Kg) CO2e**
POTENTIAL EMISSIONS AVOIDED

Equivalent to removing 62.5 passenger vehicles from the roads for one year.

Equivalent to 54.6 homes' electricity use for one year.

Equivalent to carbon sequestered by 335 acres of U.S. forests in one year.

150,354 lbs diverted from landfills.

| Avoided Emissions by Commodity | |
|---|---|
| Desktops | **141,391 Kg CO2e** |
| Laptop | **26,817 Kg CO2e** |
| Server/Network | **38,111 Kg CO2e** |
| Hard Drive | **8,578 Kg CO2e** |
| Monitor | **29,194 Kg CO2e** |
| Wireless Device | **1,826 Kg CO2e** |
| Misc. Electronics | **41,596 Kg CO2e** |

| Avoided Emissions by Treatment | |
|---|---|
| Recycling | **191,058 Kg CO2e** |
| Resale | **119,623 Kg CO2e** |

| Avoided Emissions Breakdown | |
|---|---|
| Steel | **141,987 Kg CO2e** |
| Copper | **28,776 Kg CO2e** |
| Plastic | **2,909 Kg CO2e** |
| Glass | **848 Kg CO2e** |
| Silver | **1,983 Kg CO2e** |
| Gold | **13,642 Kg CO2e** |
| Aluminum | **1 Kg CO2e** |
| Palladium | **911 Kg CO2e** |