



**Secure IT Asset Disposal Services
For Cloud Businesses
May 2024**



Since formation in 2005, TES has been a global leader in the provision of lifecycle services, offering bespoke solutions that help customers manage their assets within the Cloud environment. TES provide planning, setup and migration, training and specifically. security services to help buyers set up and maintain their cloud services.

TES understand the common challenges faced when managing IT equipment throughout its lifecycle for example when moving between traditional and virtual environments and provide cost effective solutions whilst achieving compliance with all local and international data security, environmental, and industry regulations.

In 2016 TES acquired the Dataserv Group of Companies giving their Clients unparalleled access to the highest standards of service and in turn, Dataserv were seamlessly integrated into the world's largest owner operated IMAC (Installations Moves and Changes) asset management business. This coalition has created a Group whose main focus is on exceptional standards, quality driven procedures and has set a new and unprecedented benchmark within the industry.



It's no coincidence that TES are where their Clients are, in owned and operated facilities around the world. Not sales offices, not partner locations but real bricks-and-mortar locations that give their customers a consistent experience no matter where in the world their assets are.

Having continued to grow both organically and by acquisition TES has continued build on its success since inception in 1972 TES has not only created a business of outstanding pedigree but is proud to enjoy:

- 12** years of experience providing B2B and B2C WEEE/UEEE compliance programs;
- 28** audited downstream global partners;
- 34** owned and operated global locations;
- 83** countries with operational service capability;
- 1,400** fully trained permanent employees worldwide;
- 1,200,000** information technology assets processed globally;
- 80,000,000** in net group assets (USD \$) and;
- 157,444,390** in annual Group sales and services revenue (in USD \$)

...all enabling us to provide an international solution that is unrivalled in terms of logistical security, financial maturity and processing capability.

With over 40 years' experience of IT and WEEE in the United States, Europe and Asia TES is the industry's number 1 choice.

CORE PRINCIPLES

DATA SECURITY – The Cloud is the single largest data environment. FACT. When hardware is moved, redeployed, relocated or just simply disposed of, data is at risk. It is our cast iron guarantee that EVERY SINGLE data bearing asset is processed and that the data is destroyed either by overwriting, degaussing or by physical destruction regardless of its financial value.

TES provide their clients with a financially backed guarantee that no client data shall ever get into the public domain. The Company is regularly audited by both corporate and government bodies to ensure we meet the strict standards required to handle data rated up to Top Secret.

Since the inception of TES, security has been at the forefront of the group objectives as the integrity of the service we offer is paramount and inextricably linked to the success of the business. It is a client expectation that procedures are in place and are utilized to ensure the general security of the process. These measures range from the screening of personnel, the physical security of the building, to the protection of goods in transit.

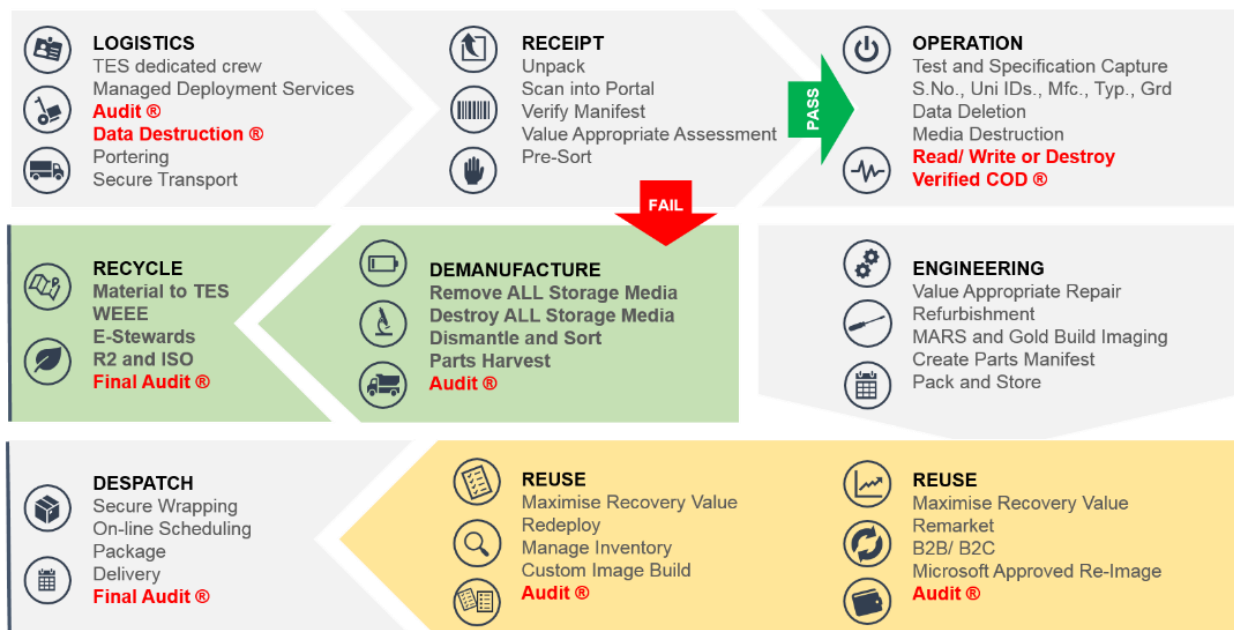
ENVIRONMENTAL COMPLIANCE – Petabytes of data equate to tonnes of hardware. In order to stay at the forefront of hardware functionality an entire industry of cabling, power, cooling and storage businesses create a volatile eWaste stream when their technology is replaced or updated.

TES use a blend of dismantling, innovative technology and mechanical recovery from a number of our dedicated sites, providing an environmentally sensitive disposal.

The Company strives to exceed legislative environmental standards where practicable and is able to provide a multi-site solution critical when moving and portering data centres, thereby limiting our road miles, minimizing our waste, maximizing our recycling – currently less than 1% goes to landfill. TES is focused on providing the most sustainable and environmentally responsible practices.

TES is R2, ISO 14001:2004 and OHSAS 18001:2007 certified, a member of the EPA WasteWise Program and the Coalition for American Electronics Recycling. In addition, contractual guarantees ensure that no e-waste is disposed of in landfills, incinerated, exported or processed by prison labour. As a company, TES measures its environmental impact in many areas including energy use, water use, waste generation, health and safety, employee retention, employee diversity, industrial relations, training and development.

PROVIDING GOVERNMENT CLOUD MIGRATION and DATA SERVICES SINCE 1998



LOGISTICS and DATA PORTERING

The lead time required to initiate any pick-up can vary greatly and is largely dependent on size of activity, location of activity, scope, number of personnel required, security requirements and volume of equipment. A simple collection form captures all the required information and upon receipt of this information TES aims to have all collections scheduled within 2 days and picked up within 5 days.

All TES crew wear a company uniform and carry appropriate photo ID at all times. Vehicles used in the collection and transportation of media for destruction remain locked except when loading and un-loading and media intended for destruction will be either physically secured or attended during transportation and collection. If required the crew can bring all the required packaging to securely pack the assets. Assets are individually bar coded and a physical count of assets along with a log of bar codes is supplied to the site contact before departure.

All crew and onsite personnel undergo background checks, are licensed and professionally trained in the specific processes associated with high security asset movement.

As stipulated by various Government Agencies, portering or secure movement of tapes and media between sites and data centres must be done to a set of pre-defined criteria. TES have been providing Government agencies with these types of secure physical migration services for over 15 years and currently supply regional centres with these services as defined by central Government.

RECEIPT

All TES facilities have been fitted with security to meet our global security standards and upon arrival the quantity of each 'unit type' is counted. Each individual asset is tracked against the shipping manifest to ensure there are no deviations and each item receives a unique barcode that will remain with the item throughout the process.

At this point a decision based around value appropriate processing may be made and if the equipment falls below a certain 'tech-line' it may be passed directly to be recycled or through for further engineering.

For all powered assets a serial number, manufacturer and asset tag will be captured from the unit (if present) as defined by the Clients service level agreement (SLA).

OPERATIONS

The data purging of hard disk drives (HDD) along with all other data bearing media is undertaken in accordance with instructions issued by global standard (IS5/ NIST or DOD as a minimum). TES utilise Blancco Data Cleaner (BDC) throughout our processing facilities. Each time any media bearing asset is processed the hard drive is wiped using Blancco and it generates a unique serial number to verify the wipe (which is also copied to the hard drive of the machine). Should it be the case that Blancco cannot be performed within the actual machine the media will be taken out of the original equipment and wiped manually. The serial number of the machine the hard drive was taken from will be input onto the Blancco system when the wipe commences. This will then enable the Blancco license to be linked against the original equipment. If Blancco does not provide 100% verification on a wipe, the hard drive would be degaussed or the device will then be physically destroyed by means of a heavy steel punch press completely obliterating the mechanism and components responsible for the storage of the actual data.

All data bearing goods are cleared down as detailed above (this includes printers, copiers, routers, hubs and flash memory/ SSD) as per our standard policies.

ENGINEERING

Orders are tracked individually from arrival onsite throughout the entire asset disposition process to their final disposition. Customers have auditable evidence to all order, logistics, processing and reporting information through a secure, web-based portal. TES validates each asset by serial number, records all pertinent asset information (e.g., manufacturer, model, and configuration), identifies functional status and cosmetic condition and determines its final disposition path: refurbishment (and repair, if necessary) for reuse (redeployment or remarketing) or recycling. For example; assets determined to meet the specified criteria for redeployment are staged for on-demand order fulfilment. Upon receipt of the order, TES pulls the asset from the client's inventory, performs any services required to prepare the asset for immediate use (e.g., imaging), packs the asset and ships it to its required destination. Redeployments can be fulfilled individually or in pallet loads.

TES utilize a grading process to classify the cosmetic and functional aspects of assets designated for resale. As an alternative to re-use, redistribution or reselling of whole units, TES offers a maintenance and parts and components reclamation service. Computer parts can then be redistributed as spares, made available for servicing or resold via our extensive global network to return value to your business. These could include printed circuit boards, video and graphics cards, laptop batteries, cables, keyboards and mice.

REUSE

Once all items have been received, inspected, and tested, and all descriptions are complete, TES will use their extensive market knowledge and experience to place each item in the most suitable sector within the marketplace to ensure the highest possible return will be achieved.

TES has robust and well-developed partnerships with many on-line Retailers and IT Maintenance Companies. Where possible TES will sell client products to the top of the supply chain, thus ensuring that margin is not eroded by the use of brokers or traders. TES has a strong remarketing presence within the US, United Kingdom, EMEA, and APJ allowing TES to monitor sales trends and prices on a worldwide level and react to them quickly. TES will always react proactively to changing market conditions alleviating risk of losses in revenue or margin and delivering reduced risk strategies to clients.

The TES remarketing team, controls the resale of all stock allocated for resale. TES prides itself on achieving the highest residual return on equipment by the careful use of select remarketing channels ensuring as much product as possible is sold directly to the end user market place. In the last 12 months TES Remarketing Team has increased the revenue returned on the resale of assets by an average of 15% through the development of new channels to market. This has included web-based retail solutions and also increasing the residual value of assets through upgrading or parts harvesting.

In addition, TES has also recently made great progress through the provision of tested spare parts to Cloud maintenance providers creating additional value to our clients through reduced costs. TES will provide you with a market leading asset remarketing service and can guarantee the resale values.

PARTS

As an alternative to re-use, redistribution or reselling of whole units, TES offers a parts and components reclamation service. Computer parts can then be redistributed as spares, made available for servicing or resold via our extensive global network to return value to any Cloud business. These could include data racks, hard disk drives, printed circuit boards, video and graphics cards, laptop batteries, cables, keyboards and mice. In the current economic climate organizations are keeping equipment for longer. This has increased demand for parts; many of which are no longer manufactured as new.

TES has found that in many cases the sum of the parts of a unit is greater than the unit value even after the costs of disassembly are taken into account. Recovered parts are tested and

qualified, kept in anti-static bags and where required boxed and labelled. TES works with leading supply-chain businesses to ensure parts are sold for the maximum residual value.

The online portal tracks parts and maintains traceability between the parent unit and the parts successfully reclaimed. TES has found that parts recovered from client's estates can be required to support the same client installed assets. By working closely with the client and their support partners TES is able to establish a parts cascade process which reduces maintenance costs considerably.

MICROSOFT AUTHORISED REFURBISHER

TES is a Microsoft Authorised Refurbisher (MAR). The new MAR status is only open to organizations who refurbish more than 5,000 units per month. The MAR program enables refurbishers to differentiate themselves in the marketplace by supplying refurbished computers preinstalled with genuine Microsoft Windows operating systems. It is a commercial offering for large refurbishers that provides a reduced royalty license for refurbished computers with a previous Windows operating system software license. As a licensed Microsoft Authorized Refurbished (MAR) provider, we are able to reimage original equipment manufacturer (OEM) or full packaged (FPP) licensed copies. This process is done under our Volume Licensing Agreement. Through licensing Microsoft software under this agreement, we can provide standardization of software onto multiple devices. This results in more timely software deployment and reduced total cost of ownership (TCO) through streamlined and speedier product activation and deployment.

ASSET REDEPLOYMENT, EMPLOYEE SALES, AND/OR CHARITABLE PROGRAMS

TES can manage the return of equipment following secure data erasure, repair and refurbishment. Stock that is held for redeployment and donation is filtered through the system by use of the decision tree. This will enable specific makes and models to be selected ensuring that only equipment of a suitable standard is filtered for redeployment/ donation.

REPORTING

TES have globally developed and deployed their bespoke software portal. This is a comprehensive web-based process control system that allows for Crown Commercial Service methodologies (and guidelines) to be incorporated in their output. It enables the efficient processing of an Agency's assets, providing them with full control and reporting information. The online portal is a custom built, multi-site, multi-language system which uses the latest available object orientated architecture from Microsoft. As soon as a piece of equipment, or asset, is received into one of our processing centres, it is entered onto the portal system. At this point it is assigned a unique identifier number, which stays with it until it passes out of the portal system's control and end of the process. This unique identifier, or tracker, is coded with all the relevant information about the asset, including make and model number, specification, serial number, origin and condition. This means that the asset can be tracked very easily and nothing gets lost. Once uploaded reports can be viewed by anyone authorised to view the system.

Reports are fully customizable, in that the customer specifies the detail, level and frequency of reporting.

RECYCLING AND FINAL DISPOSAL

TES is a steward of the environment and our philosophy is to reuse, reduce, and recycle wherever possible to optimize IT asset value throughout the lifecycle. We deliver on that by investing heavily in research and technologies to ensure our facilities utilize state-of-the-art equipment to maximize resource recovery and keep e-waste out of landfill. Underpinning this is TES's Environmental, Health and Safety Management System that provides a foundation to safely and securely manage the flow of material through our facilities.

TES is comprised of a group of metals recovery, product dismantling and ITAD service organizations strategically located around the globe. Therefore, if equipment cannot be resold it follows that the remainder of the equipment is dismantled or recycled in house.

Less than 1% of all equipment by weight ends up in landfill.

MANAGED CLOUD SERVICES

TES is able to offer a complete turn-key solution that is fully customisable by all Cloud businesses.

Services include (but are not limited to): planning, on-site data destruction, data migration, imaging, consultancy and rollout planning, secure storage, delivery of new hardware, hardware configuration, software installation, logistics and packaging management, inventory creation, datacentre decommissioning, certified on-site data deletion or destruction and parts management.

TES also provides IT relocation services to assist organizations in moving equipment between office locations and data centres.

We have a team of engineers and project managers that are experienced in executing large scale relocation projects professionally. Our team understands how to relocate sensitive IT equipment, and will arrange the vehicles, tools and equipment required to do so safely.

IT relocation services include: disconnection and reconnection of PC based IT equipment; de-racking and re-racking of servers and infrastructure; secure packaging and transport of equipment between offices or data centres; management of internal staff moves and changes within a building.

TES offers both onsite and offsite data sanitization and storage media destruction services. All destruction services can be witnessed either on-site or at the nearest TES processing facility. Post destruction the media material is securely transported back to a TES facility where that material is promptly recycled.