



# ESGI PROGRESS REPORT

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# INTRODUCTION

Telecom Computer Inc. is proud to present our 2024 Environmental, Social, Governance, and Indigenous Reconciliation (ESGI) Report.

This report outlines our baseline carbon footprint calculation for 2023, conducted in alignment with the Greenhouse Gas (GHG) Protocol standards.

The GHG Protocol offers essential guidance, tools, and standards to help businesses and governments accurately measure and manage climate-warming emissions.

Our emissions reduction targets have been validated by the Science Based Targets initiative (SBTi), which sets the global standard for emissions reductions aligned with climate science. This validation underscores Telecom Computer's commitment to a science-based, net-zero approach fully aligned with the Paris Agreement.



**TELECOM**  
COMPUTER SOLUTIONS

A PROUD MEMBER OF



CANADIAN COUNCIL FOR  
**INDIGENOUS**  
**BUSINESS**



# DEAR STAKEHOLDERS AND PARTNERS,

As the President of Telecom Computer Solutions, it is my pleasure to share with you our commitment to transparency, sustainability, and responsible corporate citizenship through our inaugural Environmental, Social, and Governance (ESG) Report as well as Indigenous Reconciliation. In an era where businesses are increasingly evaluated not just on financial performance but also on their impact on the world, we recognize the significance of ESGI factors. Our dedication to these principles is deeply embedded in our corporate culture and business practices.

Our 2023 ESGI Report provides a comprehensive overview of our performance in key areas that matter most to our employees, customers and partners

**Environmental Responsibility:** We understand the importance of preserving our planet for future generations. Our ESGI report details our efforts to minimize our environmental footprint, from energy efficiency initiatives to waste reduction strategies.

**Social Impact:** At Telecom Computer Solutions, we believe in the power of positive social change. Our report highlights the various ways we contribute to the well-being of our employees, support local communities, and inclusion within our organization.

**Governance Practices:** Ethical conduct and strong governance form the backbone of our operations. We take pride in maintaining the highest standards of corporate governance, and our ESGI report outlines our governance structure, policies, and practices.

**Indigenous Reconciliation:** As a proud band member of the Chippewas of Georgina Island First Nation. I believe that reconciliation with Indigenous businesses is essential for fostering true economic inclusivity. Building strong partnerships is a crucial step toward economic reconciliation.

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Our commitment to ESGI principles is not just a reflection of expectations; it is a strategic imperative that aligns with our long-term vision for sustainable growth. Embracing these values, we are not only fulfilling our responsibilities as a corporate citizen but also creating lasting value for our customers and employees.

Thank you for your ongoing support, and we look forward to continuing our journey toward a more sustainable and responsible future together.

*Phil Davidson*

**PHIL DAVIDSON - PRESIDENT**



# 2024 Key Metrics



Telecom achieved 5-star HP Amplify Impact Partner Status which highlights our commitment to driving positive change through sustainability, diversity, and innovation.



We have accelerated our sustainability journey due in large part to coming together with like-minded businesses supported and propelled by the Trust X Alliance

Guided by the United Nations Sustainable Development Goals (SDGs). Telecom has earned at 3.5 star rating in the first year of developing our targets for Sustainable Development Goals



CCIB  
**CERTIFIED  
INDIGENOUS  
BUSINESS**



Telecom Computer is committed to ensuring full transparency as a 100% Indigenously owned and led organization. As a Certified Indigenous Business, we provide not only reliable and innovative IT solutions but also a strategic partnership for organizations dedicated to supporting diverse and inclusive suppliers. This alignment reinforces our shared commitment to fostering diversity and building a more inclusive business environment.



Implementing corporate Indigenous Awareness Training for all non-Indigenous employees



SCIENCE  
BASED  
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

THE NET  
ZERO  
STANDARD

APPROVED NET-ZERO TARGETS

Telecom Computer's net-zero targets have been officially approved by the Science Based Targets initiative (SBTi).

This achievement positions us as one of only 95 Canadian companies with SBTi-approved targets and marks a significant milestone as we become the first ICT supplier to receive this recognition. These metrics are being used to set absolute reduction targets through the Science Based Targets initiative (SBTi), ensuring our goals align with the latest climate science.



# PRIORITY SDGS

The United Nations Sustainable Development Goals (SDGs) are a set of 17 global objectives established to address pressing social, economic, and environmental challenges by 2030. Covering areas such as poverty, quality education, clean energy, climate action, and strong institutions, the SDGs provide a framework for businesses, governments, and individuals worldwide to work toward a more sustainable, equitable future. These goals encourage collaborative, impactful efforts that make a meaningful difference in the lives of people and the health of our planet

At Telecom Computer, the SDGs guide us by providing a shared vision and concrete targets to align our business strategies with global priorities. We are particularly focused on 7 SDGs that resonate with our business values and industry, allowing us to make a tangible impact where it matters most. By integrating these goals into our operations, we aim to drive positive change that not only strengthens our business but also contributes to a more resilient and inclusive world. The SDGs help us to remain accountable and ensure that our growth is achieved responsibly and sustainably.



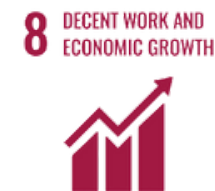
## SDG 3: Good Health & Well Being



## SDG 4: Quality Education



## SDG 5: Gender Equality



## SDG 8: Decent Work & Economic Growth



## SDG 9: Industry Innovation and Infrastructure



## SDG 10: Reduced Inequalities



## SDG 13: Climate Action





## GOOD HEALTH & WELL BEING

### Prioritizing Work-Life Balance at Telecom Computer

At Telecom Computer, we understand the importance of achieving a healthy work-life balance, particularly in today's fast-paced and ever-changing work environment. In response to this recognition, we have made significant adaptations to our work-from-home policies to better support our employees in achieving this balance. Our flexible work arrangements empower our team to tailor their work schedules to suit their individual needs, whether it's accommodating personal commitments, managing family responsibilities, or simply optimizing productivity. We firmly believe that by prioritizing work-life balance, we can cultivate a work culture that promotes overall well-being, reduces stress, and enhances job satisfaction.

### Empowering Work-from-Home Policies:

At Telecom Computer, we believe that prioritizing work-life balance not only benefits our employees but also contributes to a more motivated, engaged, and productive workforce. Our flexible work-from-home policies are designed to provide our employees with the autonomy and flexibility they need to achieve a healthy balance between their professional and personal lives. By empowering our team to work remotely, we aim to create an environment where individuals can thrive both personally and professionally, without compromising on their well-being or productivity.

### Supporting Employee Well-being:

Telecom Computer is committed to fostering a supportive and inclusive workplace environment that caters to the diverse needs of our employees. In addition to our existing support for promoting mental and physical health, as well as our comprehensive maternity and parental policies, we are proud to announce the inclusion of support for individuals experiencing menopause in our updated policies. By prioritizing the well-being of our employees at every stage of their lives, we reaffirm our dedication to fostering a workplace culture where all individuals feel valued, respected, and empowered to thrive.





## QUALITY EDUCATION

Telecom Computer's Indigenous president, Phil Davidson, is a proud band member of the Chippewas of Georgina Island First Nation, and his commitment to fostering opportunities within the Indigenous community is evident in his recent initiative. Phil Davidson has created a sponsorship grant aimed at empowering youth aspiring to excel in the fields of Information Technology and Computer Science. This grant reflects Telecom Computer's dedication to nurturing talent and fostering diversity within the ICT industry. By providing support for Indigenous youth, Phil Davidson's visionary leadership ensures that the next generation has access to resources and opportunities to thrive in the rapidly evolving world of technology. This initiative not only aligns with Telecom Computer's commitment to corporate social responsibility but also underscores the importance of creating pathways for underrepresented communities to succeed in the dynamic field of IT and computer science.



Telecom Computer's Procurement for Purpose initiative is dedicated to supporting local arts and community theaters by providing essential technology to organizations that lack the funding to obtain it themselves. By donating technology resources, we aim to empower these cultural spaces to thrive, enhance their creative capabilities, and connect more effectively with their communities. We believe that access to technology should not be a barrier for organizations that enrich our communities with art, storytelling, and shared cultural experiences. Through this initiative, we strive to strengthen and support the vital role that local arts and theaters play in bringing people together, preserving diverse voices, and fostering creativity.





## Empowering Intergenerational and Women's Leadership for Inclusive Growth

Telecom Computer is dedicated to building an inclusive culture that champions intergenerational leadership and women in leadership. We believe that diverse perspectives across generations and genders are essential to driving innovation, fostering resilience, and achieving sustainable growth.



**GENDER  
EQUALITY**

Our Strategy for Inclusive Leadership brings together the strengths of multi-generational teams and promotes the advancement of women into leadership roles, ensuring a balanced and dynamic approach to decision-making and strategy. By combining the insights of seasoned professionals with the fresh perspectives of emerging leaders, and by empowering women at every career stage, we are building a leadership culture that reflects our commitment to equality, diversity, and collaboration.

### Key components of our strategy include:

- **Championing Women's Leadership:** We actively support the growth of women leaders by offering targeted mentorship, networking opportunities, and leadership development programs that pave the way for women to thrive at all levels of our organization.
- **Creating Inclusive Leadership Pathways:** By ensuring equitable access to advancement opportunities, we are building a leadership pipeline that is both diverse and reflective of the many talents within our workforce.
- **Fostering Cross-Generational Mentorship:** We facilitate mentorship programs that connect employees across generations, encouraging the exchange of knowledge, skills, and experiences that build a cohesive and adaptable workforce.
- **Encouraging Collaborative Teams:** We design teams with representation across age groups and gender, allowing for varied perspectives that drive innovation, broaden our understanding of client needs, and enhance our strategic decision-making.

By prioritizing intergenerational leadership and actively supporting women in leadership, we are cultivating a resilient and forward-thinking organization. Our commitment to inclusive growth is rooted in the belief that diverse voices and perspectives are vital to building a stronger, more sustainable future. Together, we are shaping a workplace where all employees are empowered to lead, grow, and make meaningful contributions to our shared success.





## DECENT WORK ETHIC & ECONOMIC GROWTH

We believe that fair pay is foundational to fostering an inclusive, respectful, and empowering workplace. As part of our commitment to diversity and inclusion, we strive to provide compensation that supports the well-being of our employees, recognizing that equitable wages contribute to a more resilient and motivated workforce.

Our dedication to fair pay reflects our belief that every individual, regardless of background, deserves compensation that ensures essential living standards and financial security. By adhering to Ontario's living wage benchmarks, we are not only supporting the quality of life for our employees but also reinforcing our dedication to fairness, social responsibility, and inclusive growth within our organization and the communities we serve.

This commitment to fair and equal pay is an integral part of our diversity strategy and core values, ensuring that all team members feel valued, supported, and able to thrive.

To ensure Telecom Computer provides fair and equitable compensation for all employees, we have aligned with Ontario's living wage standard.





## INDUSTRY INNOVATION AND INFRASTRUCTURE

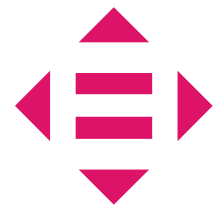
Telecom Computer has reached key milestones in its sustainability journey, thanks in large part to the support and resources from the HP Amplify Impact program. This program has been instrumental in refining our approach to responsible and efficient resource use, as well as reinforcing our commitment to environmental stewardship. Through HP Amplify Impact program, we have strengthened our dedication to sustainability across our operations, implementing targeted initiatives that address both social and environmental priorities.



Telecom Computer promotes advancement sustainable practices across our supply chain by partnering closely with our Tier-1 OEMs to fully understand how they integrate sustainability into each stage of their equipment lifecycle. By advocating for responsible sourcing, efficient manufacturing, and end-of-life management, we help reduce environmental impact and uphold ethical practices across our supply chain. Additionally, we prioritize sustainability-focused training with our OEM partners, equipping our team with the knowledge and tools needed to make environmentally responsible decisions. This approach to innovation and sustainable infrastructure reinforces our role in building a resilient, environmentally conscious industry that supports our clients and communities.







## REDUCED INEQUALITIES

## Commitment to Economic Reconciliation and Integrity in Indigenous Procurement

Telecom Computer is committed to advancing economic reconciliation by promoting the inclusion and participation of Indigenous and other underrepresented socio-economic groups within the federal government of Canada's supply chain. As an Indigenous-owned organization, we recognize the critical importance of building genuine opportunities that foster sustainable growth, inclusivity, and respect for Indigenous communities.

We hold ourselves and our partners to the highest standards, promoting authentic, accountable participation within the federal supply chain. By advocating for ethical practices and strengthening genuine Indigenous representation, we aim to contribute to a supply chain that respects the values of diversity, honesty, and economic empowerment, driving meaningful progress toward true economic reconciliation in Canada.

Our strategy focuses not only on creating equitable access for Indigenous and underrepresented businesses but also on promoting integrity and transparency across our partnerships. We actively work to raise awareness among our partners about the risks and unethical practices associated with "shell" companies or fraudulent schemes, where non-Indigenous companies may falsely claim Indigenous ownership or use Indigenous-identifying individuals as a front to gain access to the Procurement Strategy for Indigenous Businesses (PSIB).



Aligned with the Truth and Reconciliation Commission's Call to Action 92, our organization has launched Indigenous Awareness Training for non-Indigenous employees to foster a respectful, inclusive, and culturally informed workplace. This training supports equitable opportunities and understanding of Indigenous histories and perspectives, advancing our commitment to reconciliation.





## **Calculating Our Carbon Footprint:**

As a responsible corporate citizen, Telecom Computer is committed to transparency and accountability in understanding our environmental impact. Through a rigorous process, we are calculating our carbon emissions in Scope 1 (direct emissions from owned or controlled sources), Scope 2 (indirect emissions from the generation of purchased energy), and Scope 3 (indirect emissions from value chain activities).

## **Setting Emissions Reduction Targets with SBTi:**

Telecom Computer's reduction targets for net-zero have been officially approved by the Science Based Targets initiative (SBTi), a leading authority in establishing scientifically grounded targets. By aligning our goals with SBTi, we are taking meaningful action to limit global temperature rise and mitigate the impacts of climate change, reinforcing our commitment to a sustainable future.

## **Transparency and Accountability:**

We understand that transparency is key to fostering trust in our sustainability efforts. Therefore, we are committed to sharing updates on our progress, challenges faced, and lessons learned in our journey towards net-zero in future ESGI reports. Stakeholders, including employees, customers, and partners, can expect open communication about our environmental impact and the measures we are taking to address it.



# Our Emissions By Scope

## ● Scope 1 (Direct Emissions)

Measures direct emissions from sources that an organization owns or controls, like fuel combustion in company vehicles or emissions from on-site industrial processes. This scope helps organizations understand their immediate carbon footprint from activities they directly manage.

## ● Scope 2 (Indirect Energy Emissions)

Captures indirect emissions from the generation of purchased energy, primarily electricity, heating, and cooling. These emissions occur off-site but are essential for the organization's operations. Tracking Scope 2 emissions helps organizations gauge their reliance on external energy sources and make energy-efficient or renewable energy choices

## ● Scope 3 (Other Indirect Emissions)

Includes all other indirect emissions from activities not owned or directly controlled by the organization but related to its operations, such as supply chain activities, business travel, waste disposal, and employee commuting. Scope 3 helps organizations understand the broader impact of their value chain and identify areas for sustainable influence beyond their immediate operations.

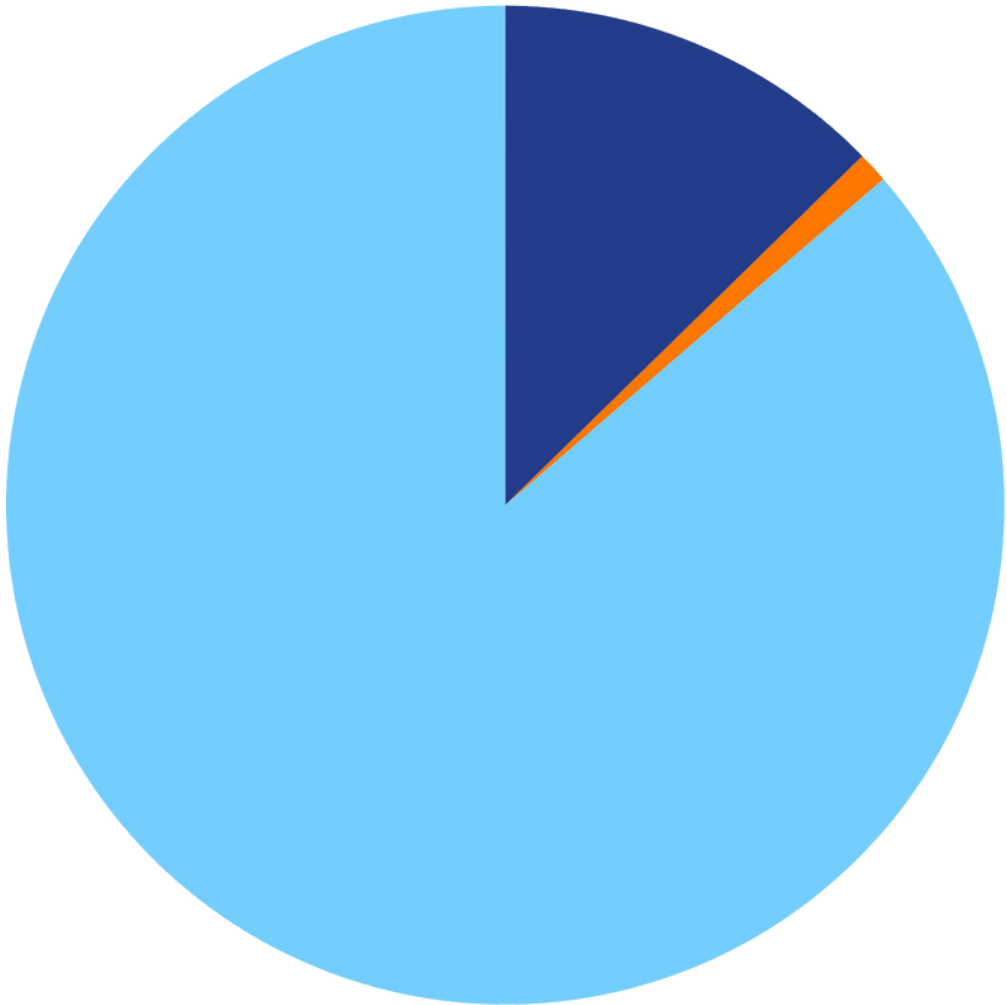




# GHG performance metrics



GHG Inventory in Metric Tonnes of Carbon Dioxide Equivalent CO2e (Tonnes)		
Scope 1: Direct GHG Emissions		
Direct GHG emissions from stationary combustion		3,025.73
Scope 2: Energy GHG Emissions		
Indirect GHG emission from imported electricity for company buildings		11.29
Scope 3: Other Indirect GHG Emissions		
Catergory 1:	Purchased goods and services	13,505.76
Catergory 2:	Capital goods	1.47
Catergory 3:	Fuel- and energy-related activities	502.64
Catergory 4:	Upstream transportation & distribution	232.17
Catergory 5:	Waste generated in operations	3.25
Catergory 6:	Business travel	1,035.99
Catergory 7:	Empolyee Commuting	22.45
Catergory 11:	Use of sold products	5,252.24
Scope 3 Total		20,555.97
Total GHG Emissions Across Scope 1, 2, and 3		23,592.99



● Scope 1    ● Scope 2    ● Scope 3

Telecom Computer's performance metrics indicate that while we are on track to achieve our 1.5-degree reduction target across Scope 1 and 2 emissions by 2030, our total greenhouse gas emissions still reflect significant contributions from Scope 3 sources, particularly those outside our direct control. Most of our Scope 3 emissions stem from procurement activities on behalf of our customers. Telecom Computer remains committed to advocating for sustainability with our vendors and distributors, encouraging them to adopt greener practices and prioritize emissions reductions throughout their operations. By actively engaging our partners, we strive to minimize our collective environmental footprint and align with our mission to promote sustainable technology solutions industry-wide.



# Pathway to Net Zero

## Our Science-Based Commitment to a Sustainable Future

### Reduction Strategy and Objectives

As part of our commitment to environmental sustainability, Telecom Computer has set a science-based target aligned with limiting global warming to below 1.5°C. Our emissions reduction strategy focuses on transitioning to renewable energy, optimizing workplace practices, and adopting lower-carbon transportation alternatives.



**Baseline Year:** 2023

**Target Year:** 2030

**Target Objective:** <1.5°C-aligned emissions reduction

### Action Plan for Emissions Reduction

#### Transition to Renewable Energy:

**Objective:** Source renewable electricity for all owned and operated workplaces.

**Implementation:** Introduce solar energy, targeting a 35% penetration.

**Impact:** This transition could lead to a 25%–45% reduction in carbon emissions.

#### Hybrid Work Model for Carbon Reduction:

**Objective:** Implement a hybrid work environment to reduce commuting-related emissions.

**Implementation:** Enable employees to work from home one day per week.

**Impact:** Each participating employee could reduce their CO2e emissions by 271 kg per year.

#### Low-Carbon Business Travel Alternatives:

**Objective:** Reduce emissions from domestic travel by shifting from air travel to rail transportation where feasible.

**Implementation:** Prioritize train travel for Burlington-to-Ottawa business trips, replacing short-haul domestic flights.

**Impact:** Train travel instead of flights reduces emissions by approximately 80%–90% per trip.

By integrating these strategies, Telecom Computer is reinforcing its commitment to sustainable operations, carbon footprint reduction, and responsible business practices. Through proactive investments in clean energy, workplace flexibility, and green travel solutions, we are taking tangible steps toward achieving our 2030 climate targets and driving meaningful change in the ICT industry.



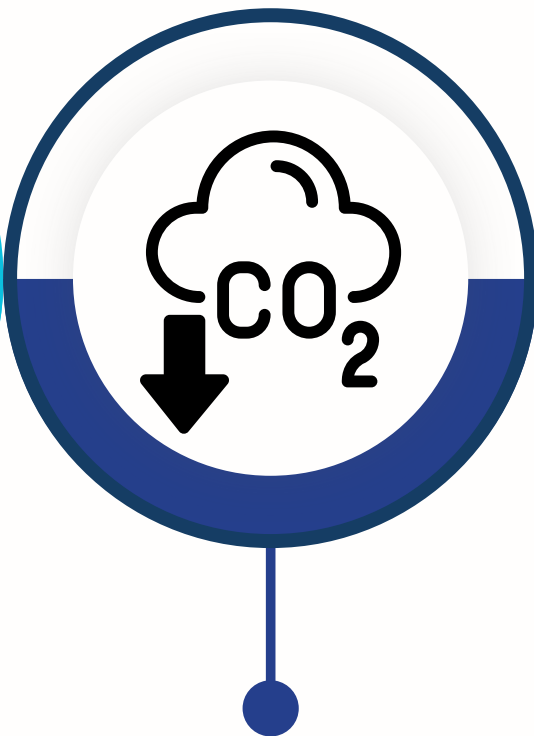
# Pathway to Net Zero

## Progress and Commitment: Advancing Toward Our Sustainability Goals



### Sustainable Procurement

Expand procurement strategies that prioritize ethical and environmentally responsible sourcing.



### Carbon Emissions Reduction

Advance progress toward a 1.5°C-aligned emissions reduction, building on our Scope 1 and 2 targets.



### Energy Efficiency

Transition to renewable energy for office operations. Upgrade infrastructure to include energy-efficient servers and equipment.



### Employee Engagement and Well-being

Introduce wellness initiatives such as mental health support programs and flexible work arrangements. Provide ongoing ESG education and training to employees.



### Community Impact

Support local schools and nonprofits with technology donations and digital literacy programs. Partner with educational institutions to provide scholarships or training in ICT for underprivileged groups.

## Ongoing Goals and Initiatives

Over the past year, we have made significant progress toward our sustainability objectives, taking meaningful steps to align our operations with global climate goals. While transformative change takes time, we remain dedicated to continuous improvement, transparency in our reporting, and driving impactful action. With a clear vision for the future, we are confident in the positive changes we can achieve and the sustainable advancements that lie ahead.

By integrating these goals into our core business strategy, we are reinforcing our long-term commitment to sustainability, social responsibility, and meaningful industry leadership.



# THANK YOU

