

CTDI Corporate Social Responsibility (CSR) Policy

The CTDI family focuses on meeting our customers' needs with our values of quality, exceptional service, and mutual respect for everyone. Our services advance sustainability, as we recover, repair, and redeploy millions of our customers' products. While adding value and reducing environmental impacts with circular economics, we strive to ensure that all people, especially our employees, are cared for as we support our local communities. With nearly 20,000 employees supporting the world's largest companies, CTDI is committed to meeting our Corporate Social Responsibilities.

1. CTDI CSR Commitments

A. Business Conduct and Ethics

CTDI employees are to uphold the ethical standards consistent with all laws and local regulations that apply to our operations. Employees are informed of and agree to abide by all CTDI policies, including our **Code of Business Conduct and Ethics**. In brief, CTDI employees are to act with integrity, take no improper advantage, accurately disclose information, protect personal and corporate privacy, safeguard intellectual property, compete fairly and honestly, protect reporters of concerns, and responsibly procure materials.

B. Equal Employment with Workforce Diversity, Equity & Inclusion

CTDI respects human rights in our hiring and management practices while complying with local law and applying industry best practices. CTDI is an equal opportunity employer. In its hiring and management practices, CTDI strives to fulfill the principles of diversity, equity, and inclusion, as allowed under applicable local laws.. Our **Human Rights and Workforce Management Policy** guides and informs all CTDI personnel. Employees are to report any concerns using our **Open Door Policy**, with reporting procedures that provide for anonymity and non-retaliation.

C. Confidentiality, Proprietary Information, and Privacy Protection

CTDI safeguards information to protect intellectual property and personal identity to meet the strict privacy standards set by applicable law. All employees agree to protect the confidential and proprietary information of CTDI and its customers and suppliers. **CTDI Information Security Policy** guides our protection efforts, including the restriction of Sensitive Personal Data.

D. Workforce Environmental, Health, and Safety

CTDI believes that a safe and healthy workplace is a productive workplace. Our specific commitment to providing a safe, healthy, and secure work environment are outlined in our **Environmental, Health & Safety Policy** to protect workers from and remove risks of injury, danger, failure, error, accident, harm, and loss of life.

E. Global Citizenship and Corporate Quality

CTDI strives to contribute positively to our communities by seeking to understand other stakeholders, so our actions are always respectful and helpful, and by encouraging employee volunteerism. CTDI is committed to the quality standards, as defined in the **Corporate Quality Policy**. Employee quality ownership and metrics are the keys to our continuous improvement mindset. Industry and global standards serve to guide our goals and actions, including the United Nations (UN) Sustainable Development Goals (SDGs), the UN Guiding Principles on Business & Human Rights, and the International Organization for Standardization (ISO).

F. 3rd Party and Supplier Relations

CTDI builds relationships with our customers, suppliers, host governments, and others to advance social responsibility. CTDI's responsible supply management and material sourcing applies the **CTDI Supplier Code of Conduct**. CTDI values its diverse supplier base, and our **Supplier Diversity Program** develops relationships with companies owned by minorities, women, and disabled veterans, as well as those firms that employ people with disabilities.

G. Anti-Corruption and Fair Business

Honesty, accuracy, lawfulness, and integrity are required in every Company action by every employee, including finance, information security, procurement, staffing, marketing, and sales and beyond. CTDI does not tolerate corruption, bribery, or unethical behavior. This is detailed in our **Anti-Corruption Compliance Policy**.

H. Environmental Protection and Sustainability

CTDI is committed to reducing its environmental impact through continuous improvement. Our **Planet Protect** CSR program pillars of Carbon Reduction, Circular Economy, and Sustainable Future organize initiatives led by our cross-functional Sustainability team who work to reduce energy use through efficiency and transition to renewable sources, reduce waste and recycle materials, and fulfill all CSR commitments.

2. Training, Monitoring, and Continuous Improvement

A. Communication and Training

CTDI informs and trains new employees and communicates updates as needed to promote awareness and understanding of all CTDI Policies, as required for each position.

B. Compliance and Continuous Improvement

CTDI policy and program managers routinely review new legal or customer requirements, set objectives, communicate requirements, deliver training, and assess performance. Audits and assessments seek to confirm compliance and set corrective action plans for continuous improvement. CTDI senior managers comprise a Risk Management & Compliance Governance Board (RMCGB) to monitor programs and performance, and corrective actions.

3. Corporate Social Responsibility Summary

To sustain our world-class logistics and repair services for the betterment of society, CTDI is committed to quality, collaboration, and continuous improvement in maintaining best practices in labor practices, workforce health and safety, security, privacy, community citizenship, 3rd party relations, business ethics, and environmental protection.