reconome
repurposing tech to unlock human potential

Good Things
Foundation

The Hidden ESG Frontier
How Surplus Tech Can Unlock Net Zero and Social Value Goals

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Welcome and agenda

- **Introduction:**
  - How surplus IT is an overlooked route to achieving ESG, sustainability and CSR goals

- **Transforming surplus tech into impactful social and environmental change**
  - Step-by-step guide
  - How this impacts net zero and social value goals

- **Showcasing the real-world impact that is created, with beneficiary examples**
  - Linking real human stories to corporate social value goals

- **Q&A**

Introduction

How surplus IT is an overlooked route to achieving ESG, sustainability, CSR and inclusion goals

The overlooked ESG Frontier
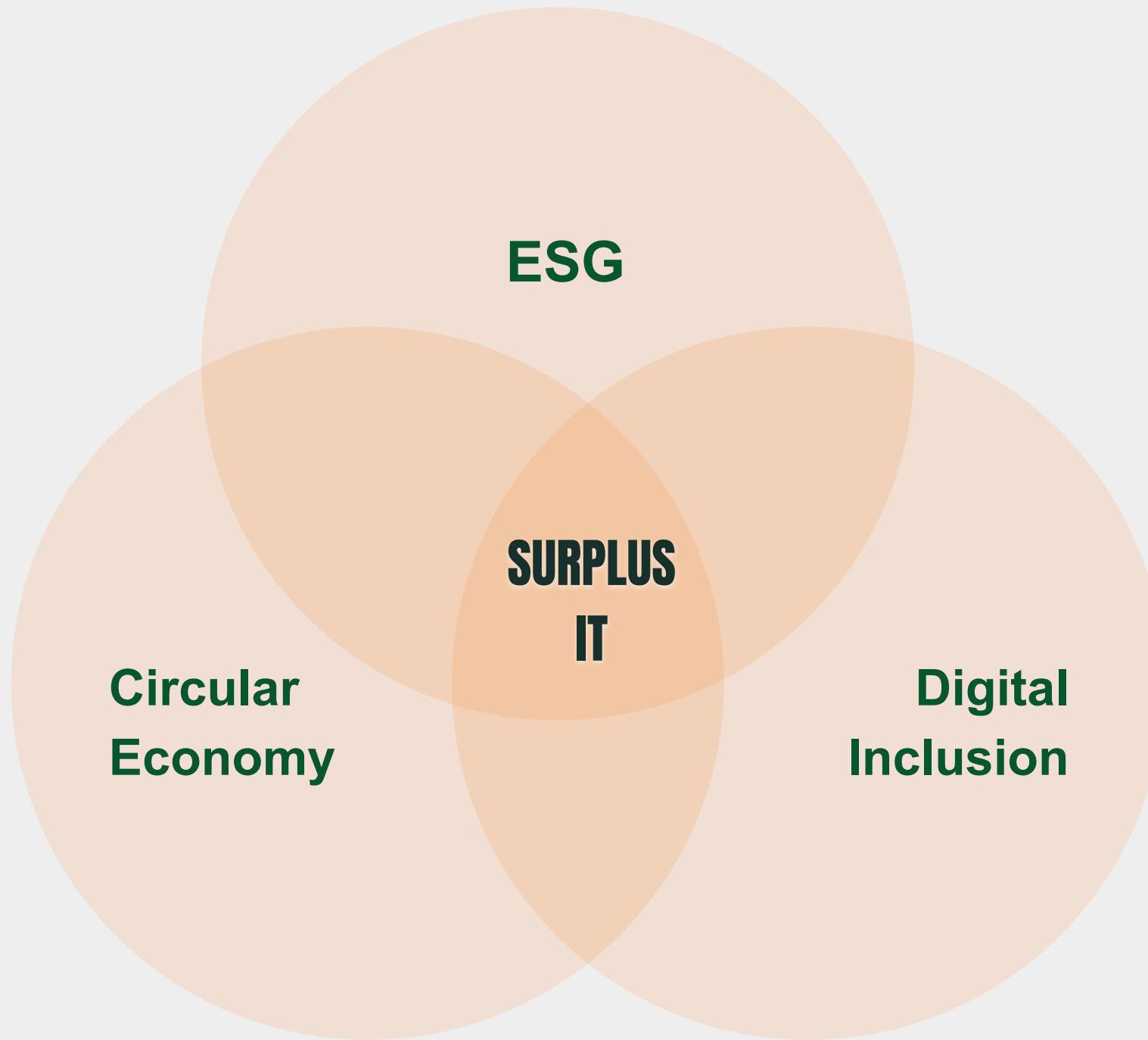
Surplus IT is often seen as a disposal problem, not an ESG opportunity…

Yet it directly supports:

- **Net zero goals**: carbon reduction via reuse vs. manufacturing of new devices

- **Social value and inclusion**: bridging the digital divide through device repurposing

- **Waste reduction**: supporting circular economy principles

- **Governance**: underpinned by transparent, data-backed reporting

ESG

SURPLUS IT

Circular Economy

Digital Inclusion

Reuse > New devices

The carbon footprint of refurbished devices are **90% less** than brand new devices.

Refurbished devices require **94% less** raw materials than brand new devices.

Refurbished devices require **95% less water** consumption than brand new devices.

devices = smartphones, tablets, laptops and desktops

The overlooked ESG Frontier

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- **Governance**: underpinned by transparent, data-backed reporting

- **Social value and inclusion**: bridging the digital divide through device repurposing

Problem #1

We're consuming tech totally unsustainably at huge human and environmental cost.

Only **1** out of every **40** new electronic devices sold in the UK will ever be reused.

1,200 laptops discarded every second.

Problem #2

The digital divide reality.

- 1.6m adults in the UK don't have a smartphone, tablet or laptop - an increase of 100k since 2024!

- 18% of adult internet users only go online using a smartphone, making it difficult to
  - use forms and do work (65%)
  - compare products and services (50%)

- People with high digital engagement save £1,100 a year

Meet Linda and Irene…

Their story is not unique, and it demonstrates how surplus IT can truly transform lives.

Digital inclusion goes beyond device donation, with crucial connectivity and training provided to empower beneficiaries with life-changing access…

Case Study: Good Things Foundation

Good Things Foundation

Between 2020-2022…

We needed to fundraise c.£2.6m to support c.17,000 people with a free new **smartphone** or **tablet**.

A cost of £153 per person just to procure the device

During this time there was a greater public appetite to fund at this level but it wasn't sustainable from a fundraising, cost and environmental perspective.

The challenge

17,000 new devices is equivalent to contributing 5,600 tonnes of new CO_2e emissions.

As a charity seeking to not harm the planet, this did not feel good!

*CO2e figure based on laptop emissions

We switched to the new model of 'refurbishment first' and engaging organisations to support this mission.

The results

- Fully managed service
- 100k devices diverted from landfill
- 148,000 kg of e-waste and 16,000 tonnes of CO_2e emissions avoided
- Also able to introduce **laptops**

Positive social impact for almost 22,000 people

Our partners love being able to report this social impact in their ESG reporting.
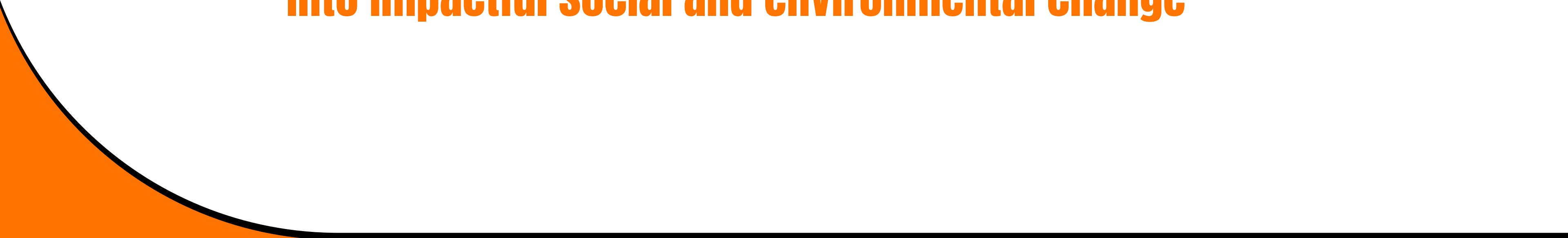
Transforming surplus tech

into impactful social and environmental change

1.

Simple and Seamless
Your surplus devices are collected, securely wiped, refurbished, and redistributed through a single, managed process — with reporting built into every step

ESG maximisation: your guide

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Secure and Compliant
Every device undergoes certified data erasure and full audit traceability, meeting and exceeding industry standards for information security.

ESG maximisation: your guide

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Cost-Neutral and Value-Positive
The residual value of refurbished assets offsets operational costs, creating a financially sustainable route to delivering ESG impact.

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4.

Measurable, Recognised Impact
Receive detailed environmental and social impact reports - from CO_2e avoided to community outcomes - aligned with the **DSIT Charter** (UK's first government-backed charter promoting reuse for social good).

Practical Application

Where to start

- Find out how your organisation currently handles surplus IT

- Identify internal champions: IT, Procurement, InfoSec, Sustainability

- Map where devices go today vs. where they could go

How to influence

- Link reuse directly to ESG KPIs and social value metrics

- Build a coalition across CSR and IT teams

- Socialise with senior sponsors: double-impact initiatives

Why it resonates

- Can be cost-neutral

- Tangible social and environmental reporting

- Human stories of impact

- Organisation and employer branding benefits

- Leading the way in your industry

Challenge:

DSP, a rapidly growing enterprise database management specialist, wanted to support and empower their charity partner, Project Harar, to better serve and treat vulnerable young patients with cleft lip and palate conditions in Ethiopia.

What we did:

- **Safely and securely** collected, processed and refurbished DSP devices, generating tangible environmental impact results

- **Maximised the value** of DSP's device donation to generate the greatest possible social impact for Project Harar

- **Understood the bespoke requirements** of Project Harar

- **Procured and distributed** a tailored package of device and connectivity directly to the charity in Ethiopia

- **Measured and reported** on the totality of the impact made

Key Achievements:

Reconome provided a much-needed, access-boosting tech toolkit, consisting of crucial devices and the connectivity to maximise usability.

70% of devices were repurposed

271 kg of e-waste avoided

17 tonnes of CO_2e avoided

Challenge:

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Project Harar Ethiopia Executive Director and Programme Assistant discussing their new devices, and the positive impact they have made on their day-to-day operations:

The real-world impact

The real human stories behind your social value goals

Surplus IT into social value

- Since 2022, almost 22,000 people have received a refurbished device thanks to the programme.

- Over 640 community based organisations across the UK have received devices to distribute to people in need within their communities

- In kind benefit of £2,135,078

- Following receiving digital inclusion support
  - 83% feel happier
  - 85% feel healthier
  - 82% feel better off

Scotland
1,112 Devices
26 Hubs

N Ireland
70 Devices
2 Hubs

North East
698 Devices
18 Hubs

Yorkshire & The Humber
1,562 Devices
36 Hubs

North West
2,340 Devices
59 Hubs

East Midlands
590 Devices
20 Hubs

Wales
1,044 Devices
41 Hubs

West Midlands
1,266 Devices
48 Hubs

East of England
395 Devices
12 Hubs

South West
663 Devices
26 Hubs

South East
795 Devices
22 Hubs

The difference this makes to real people

" One person developed his skills to the point of now being independent online. He was successful in gaining a part-time driving role which has supported his wellbeing and sense of purpose."

- Network survey comment, Mar '25

"I got a touch screen laptop which I'm making full use of. As I'm in rehab due to chronic alcoholism, I am financially unstable and had no access to tech only my phone , with the [device] it's opened up my world to education and getting my life back on track"

- Beneficiary survey comment, June '25

"A gentleman in his 70s had never used a smartphone before. After several weeks of tailored support, he was able to download and navigate the NHS App, reorder prescriptions, and book appointments online, tasks he previously relied on others to manage"

- Network survey comment, May '25

TAKE AWAY: 92% of people supported feel happier, healthier OR better off

People like Ryan

"I want my kids to see what's possible with determination and the right support,"

A Laptop That Changed Everything: Ryan's Story

Ryan, a single father from Essex, faced countless challenges without access to a laptop. "Job searching felt impossible," he recalls. "I couldn't keep up and felt like I was falling behind."

Through the National Device Bank, Ryan received a laptop that transformed his journey. "This laptop isn't just a piece of equipment - it's a lifeline," Ryan shares. Now, he can actively search for jobs, attend online training, and build a better future.

With access to essential tools, Ryan is on track to secure a job and become the role model his children can look up to.

Your checklist

Practical next steps for attendees:

1. Find out where your surplus IT currently goes

2. Ask: Is reuse an option before recycling?

3. Explore partnerships that combine secure ITAD with social value creation

Together, we can unlock both environmental and human potential

Thank you from Paule

Crossing the Digital Divide:

Paule's story

From homeless to hopeful, Paule's life was transformed when she received a free device.

Now, she can stay connected with her children and search for jobs to land her dream job as a chef.

Q&A

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Thank you

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