



2022 ESG REPORT



Our planet.
Our community.
Our people.

Our planet.
Our community.
Our people.

01 OUR ESG JOURNEY	3
02 MESSAGE FROM THE CEO	4
03 MESSAGE FROM TOKYO CENTURY	5
04 SUSTAINABLE IT FINANCING	6
05 CARBON NEUTRAL LEASING	7
06 ESG GOALS	8
07 ENVIRONMENTAL	9
08 SOCIAL	16
09 GOVERNANCE	33



OUR ESG JOURNEY

CSI HAS BEEN **COMMITTED** TO SUSTAINABILITY FOR DECADES.

ESG issues have received increasing attention in recent years. However, when CSI began self-analyzing to prepare for this inaugural ESG report, we realized we have been a leader in environmental, social and governance areas for many years. For our business model, it simply made sense to be efficient and recycle off-lease equipment.

In addition to helping organizations keep up with digital transformation through regular refresh, we extend the life of their off-lease equipment in the secondary market through our ITAD subsidiary, EPC Global Solutions.

Re-use is the most effective way to eliminate e-waste and the core of a green economy. Anything that cannot be resold is properly recycled, reducing the need to mine for additional raw materials in order to make new technology.



Of all lease returns are resold. The remaining 10% are properly recycled down to raw materials and repurposed.

EPC's state-of-the-art electronics recycling machine in Wright City, Mo.

MESSAGE FROM THE CEO



Steve Hamilton
Chairman & CEO

It’s hard to believe, but I’ve been with CSI for 40 of the 50 years we’ve been in business. To say it’s been an amazing journey is an understatement. Watching us grow from a small U.S.-only company to one of the largest technology leasing companies in the world, with leased assets in more than 50 countries, has been remarkable.

Throughout the years, CSI has been a constant innovator in our industry. I believe that’s one of the main reasons our business continues to thrive, while so many of our competitors have come and gone. With American Midwest roots, it’s only natural that we are humble about our accomplishments. But the truth is that we have been quietly leading the charge on sustainable IT leasing for decades. Soon after the company was founded, CSI realized the importance of owning our remarketing and recycling facilities, even though it may have been easier to outsource the process.

Before we acquired EPC in 1998, we had years of experience refurbishing and reselling equipment through a startup subsidiary. With the purchase of EPC, we were able to strengthen our service offering and maintain control of our entire customer experience, long after the return of leased assets. We are also able to ensure that the technology we lease is either refurbished and sold in the secondary market, or properly recycled down to raw materials.

We have also had a strong commitment to social and governance issues throughout our entire history. Over the last 50 years, CSI and its employees have been generous contributors to those in need, both monetarily and in service. From education, to healthcare, to refugee relief, and more, we’ve done our best to lift up local, national and global non-profits and charities about which we are passionate. Just since the beginning of the pandemic, we have donated hundreds of thousands of dollars, countless used computers, and many hours helping dozens of organizations.

As we start to wind down our 50th year, I’ve never been more proud of CSI. As you continue reading this report, I hope you are as inspired as I am by the great things we’ve accomplished. I’m excited for new generations to see what the next 50 years will bring.



CSI’s ESG Program adheres to the sustainability goals of our parent company, Tokyo Century Corporation (“TCC”). Like CSI, TCC is committed to the UN Sustainable Development Goals, and those principles guide the group’s value proposition to its customers. As TCC’s President and CEO, Koichi Baba has stated:



TCC and CSI are committed to the five sustainability issues that are most material to our stakeholders:

- | | | | | |
|---|---|---|---|---|
|  |  |  |  |  |
| Contribution to a decarbonized society. | Creation of new businesses driven by technical innovation. | Contribution to social infrastructure development. | Sustainable resource use. | Enhancement of work environment, leading to strengthening human resources. |

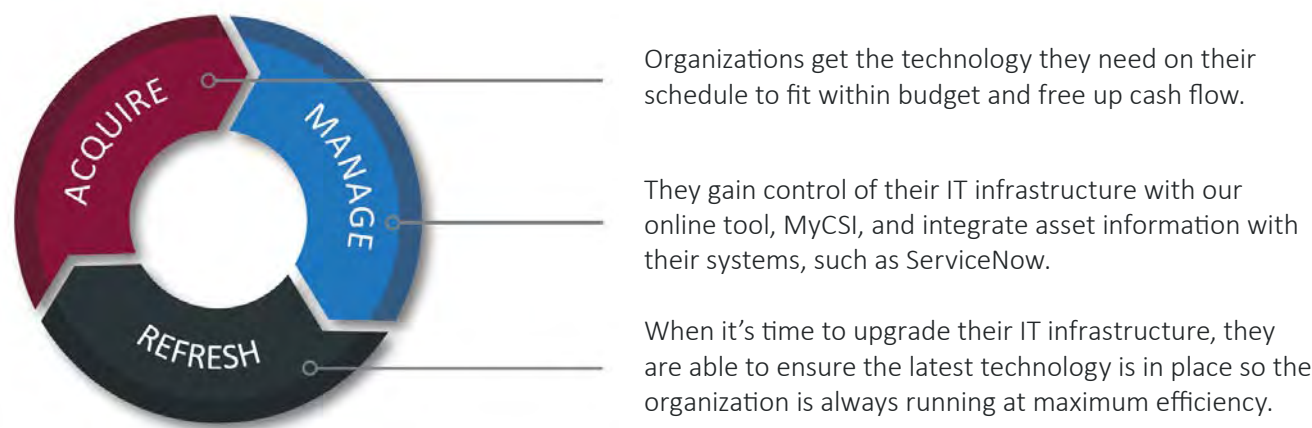
CSI recognizes that creating a sustainable business is about more than the bottom line. It also involves addressing the needs of employees, customers, and society as a whole. We have been in business 50 years because we have stayed innovative and flexible to our customers’ needs, including providing solutions to help them achieve their sustainability goals, like Carbon Neutral Leasing and the re-assurance that their off-leased assets will not go to a landfill. We have been in business 50 years because we treat our customers fairly and with integrity, contributing to long-term, mutually beneficial relationships. We have been in business 50 years in part because we provide an enjoyable and rewarding work environment that fosters personal development and growth regardless of gender, race, ethnicity, sexual orientation or any other protected class. We have been in business 50 years because we care about the communities in which we do business and encourage our employees to give back. TCC recognized all these marks of a sound, sustainable business when it acquired CSI in 2016. Together, TCC and CSI are creating a forward-thinking, profitable business while contributing to society for many decades to come.

[Tokyo Century Sustainability Report 2021](#)

SUSTAINABLE IT FINANCING

Lifecycle Management with the Environment in Mind

CSI has designed the entire IT asset lifecycle to simplify the process of managing a sustainable technology platform. Our customers can access, manage and update their IT needs with our simple, secure and sustainable solutions.



By implementing a proper IT lifecycle strategy with CSI, organizations are contributing to the circular economy:

Refurbish.

All assets that are returned at the end of the lease are audited, tested and repaired, if needed.

Remarket.

After data wiping, we resell retired IT equipment. This extends its useful life, conserves resources and keeps e-waste out of landfills.

Recycle.

Equipment that cannot be resold is broken down into raw materials and appropriately recycled.

CARBON NEUTRAL LEASING

Helping Customers Get Closer to Achieving ESG Goals

Organizations around the world are increasingly more conscious of sustainability and the impact their carbon footprint has on the planet. Of course, the most effective way to reduce carbon is to change behaviors and eliminate carbon-producing activities, but that's not always a viable option. For instance, organizations can't just stop using technology, and the unfortunate reality is the IT manufacturing process continues to produce carbon emissions.

To help offset the carbon you can't eliminate, CSI Leasing has teamed up with non-profit organization, Carbonfund.org, to offer customers an easy way to offset the carbon produced during the lifecycle of their leased technology.

How does it work?

- 01 CSI determines the carbon footprint of your leased equipment, using manufacture-supplied data. Since IT configurations are endless, we are on the side of caution and use higher footprint estimates to ensure your sustainability audits are accurate.
- 02 CSI purchases enough carbon credits on your behalf to offset the footprint of your leased IT. The funds used to purchase the carbon credits are then applied to carbon offsetting projects. You receive certificates for the offsets for sustainability reporting.
- 03 The cost of the credits will be wrapped into the lease payment, effectively allowing you to offset the carbon footprint of your leased devices for a nominal increase to the monthly payment.

Who is Carbonfund.org?



Carbonfund.org is a leading non-profit climate solutions organizations. With 750,000 individual supporters and 3,300 business partners, they have reduced 38 billion pounds of carbon emissions globally. Carbonfund.org supports 200+ voluntary carbon offset and tree-planting projects located across 25 countries and 42 U.S. states. Projects include renewable energy, energy efficiency, and reforestation and land use change.

All Carbonfund.org offset projects are third-party verified (including ISO, Gold Standard, American Carbon Registry and Climate Action Reserve) to meet the highest certification standards.

**Available in select countries.*





GETTING OURSELVES CLOSER TO ACHIEVING ESG GOALS

In addition to helping our customers enhance the circular economy through IT lifecycle services, we also hold ourselves to high standards. Our ESG Program is led by our Chief Compliance Officer and our global ESG committee. CSI is continuously looking for additional ways to reduce our impact on the environment, enhance our sustainability goals and conduct all aspects of our business in a socially-responsible way. This report outlines the many ways CSI holds itself to a higher standard:



Environment

From proper recycling, to tracking and reducing our carbon footprint, we consider the environment and sustainability in our business decisions.



Social

CSI has a long history of supporting not only the communities in which we live, but for those in need throughout the world.



Governance

We take business conduct, ethics and compliance very seriously, not only with our customers and business relationships, but with every single employee around the world.



ENVIRONMENTAL

HOW WE HELP THE ENVIRONMENT

8,000+

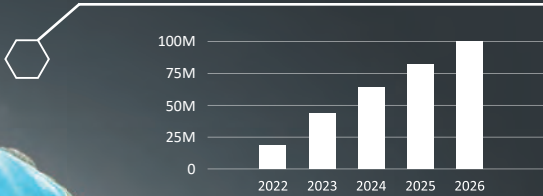
Contracts and legal documents were signed electronically in 2021, up 43% from 2019.

This significantly reduced use of paper, toner and the need to ship documents.

Beginning in 2022, all new company-owned vehicles will be electric wherever possible.



Committed to \$100 million in green financing over the next 5 years.



3 million



pounds of e-waste are recycled each year.

90%

of lease returns are remarketed every year.

10%

of the remaining are properly recycled down to raw materials.

ENHANCING THE CIRCULAR ECONOMY



As one of the world’s leading global ITAD providers, EPC’s premium service offering and geographic footprint is unmatched in the industry. From a wide-range of data security options to environmentally-sustainable disposal, our comprehensive solutions cover every aspect of IT disposal.

EPC owns numerous facilities strategically located throughout the Americas and Europe, and also has an extensive network of vetted equipment processors worldwide.

Since 1984, EPC’s mission has been to provide organizations around the world with a premium, flexible and secure strategy for sustainable IT disposal that delivers real return on their technology investment. As a wholly-owned subsidiary of CSI Leasing, EPC is integral to our global network.

Mission

To provide organizations around the world with a premium, flexible and secure strategy for sustainable IT disposal that delivers real return on their technology investment.



Environmental Policy Statement

EPC is committed to the prevention of pollution and maintaining a safe workplace that is free from hazardous e-waste and other pollutants.



Social Responsibility Statement

EPC strives to create an environment where our community and employees are safe and enabled to grow. We are a proud contributor to local and national community efforts and are dedicated to creating positive change throughout our workforce.



Sustainability Statement

EPC strives to stay at the forefront of global sustainability initiatives to preserve natural resources and help customers enhance green initiatives with transparency.

Certifications



SUSTAINABILITY REPORTS



REPORT

All customers receive sustainability reports outlining how much e-waste avoided landfills by choosing CSI.

GREEN LEASING IN SPAIN



In recent years, the banking sector in Spain has become increasingly interested in sustainable solutions, and CSI has been proactive in creating energy efficiency solutions through our banking programs.

In 2008, CSI developed a green asset leasing solution in Spain. Since then, we have leased nearly €97 million in green equipment.

Initially, CSI Spain leased LED lighting, solar panels and biomass boilers. However, after the pandemic, customers began to increasingly demand energy-efficient solutions. With 14 years of experience leading the banking sector in Spain, the green portion of our portfolio is diversified with:



- 58%** solar panels
- 33%** air conditioning
- 6%** biomass
- 3%** LED lighting

As a result of our strong growth, we have created dedicated teams to develop these products to ensure that we deliver market-aligned solutions through our banking programs.

SUPPORTING ENVIRONMENTAL ORGANIZATIONS



The Donald Danforth Plant Science Center

CSI is a long-time corporate sponsor of the Danforth Plant Science Center whose mission is to “improve the human condition through plant science” in an environmentally efficient and sustainable manner.



Missouri Botanical Gardens

CSI is a long-time corporate sponsor of the Missouri Botanical Garden, a leader in plant conservation, sustainable gardening and biodiversity.

EPC MISSION: CLEAN STREAM



The group collected trash preserving the natural landscape from harmful waste.

Several EPC employees volunteered to help keep its hometown of St. Charles clean by joining city staff and other volunteers for Mission: Clean Stream 2022. The event was held by the City of St. Charles in conjunction with a county-wide stream clean effort and sponsored by Greenway Network Inc, Missouri Department of Conservation, and Missouri Stream Clean.

This year marked the 20th anniversary of Mission: Clean Stream in St. Charles County. Over the past 20 years, thousands of volunteers have picked up an average of 10 tons of trash each year. Sites historically used for dumping have been cleared of tons of metal and hundreds of tires.

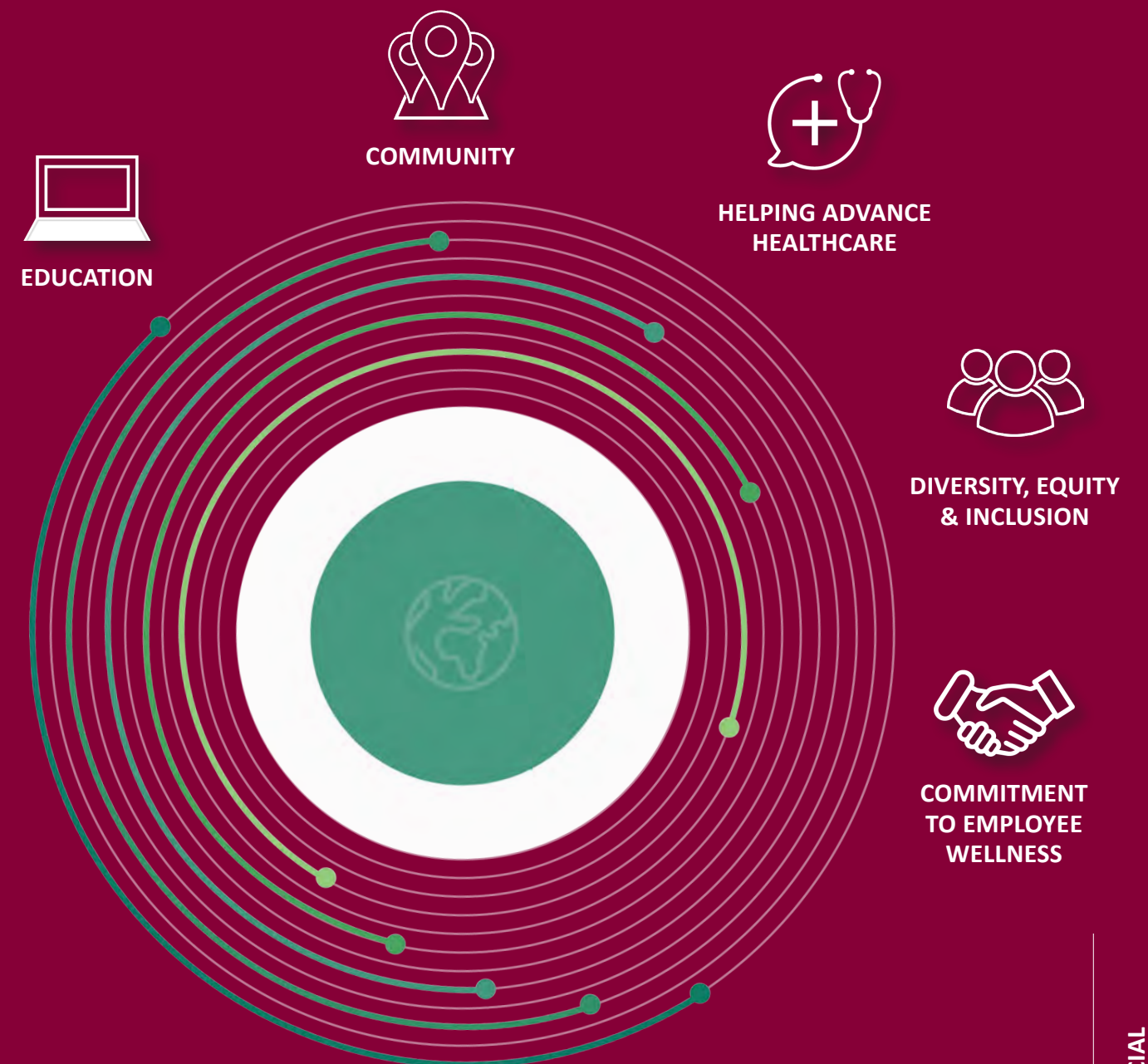
“EPC has a wonderful relationship with St. Charles County and we’re always looking to help contribute to a cleaner, healthier place and help protect our environment. Our commitment to sustainability has never been stronger and we’re already looking forward to contributing again to such a great cause next year,” said Pat Laughlin, CEO and President of EPC. “The team worked together to make sure the surrounding environment was clear of any trash that could potentially make its way into nearby rivers and streams. Trash in waterways pollutes drinking water and destroys the natural habitat of plants and animals that rely on clean, fresh water. EPC’s group of volunteers were the environmental heroes the world needs!”



SOCIAL

HOW WE HELP OUR COMMUNITIES

CSI has a long and proud history of charitable giving both monetarily and in service. Here are just a few ways we help our local, national and international non-profit and charitable organizations, along with our employees around the world.



EDUCATION

St. Louis Internship Program

As a long-time supporter of the St. Louis Internship Program (SLIP), a division of the Boys & Girls Club of Greater St. Louis, in 2022 CSI received the Capture the Vision Award which honors an individual or organization that demonstrates devoted service to the Club through tireless innovation.

The SLIP’s goal is to provide hope and opportunity for high school students in financial need through paid summer internships, intensive work readiness training, and year-round college and career planning, in partnership with businesses and community organizations, and to build the St. Louis community by developing motivated, well-trained, and talented future employees. CSI supports the organization by sponsoring an internship with the U.S. Federal District Court.



EPC

Every year, EPC facilities around the world donate thousands of refurbished computers to underserved schools, communities and other organizations to help reduce the digital divide.



By mid-March 2020, public schools in St. Louis announced they would cease in-person classes due to the COVID-19 pandemic. This transition to online learning was difficult for many schools where internet accessibility and economic inequality remain barriers to learning at home.

To help, the University of Missouri–St. Louis Charter School Office worked with the St. Louis Regional Business Council to facilitate the donation of about 275 laptops to five local charter schools, four of which are sponsored by the university.

Since Steve Hamilton is a long-time member of the Regional Business Council, Kathy Osborn, the organization’s president and CEO, reached out to him for help. Together, CSI and EPC donated a large portion of the computers needed.



Kathy Osborn
President & CEO, Regional Business Council

“They didn’t just donate old computers, they gave computers that they helped load with software. They worked with each of the schools and went out of their way in a very stressful time.”

CSI is a significant contributor to the University of Missouri – St. Louis Diversity Equity & Inclusion Accelerator which provides funding to minority-led entrepreneurs.



The UMSL Diversity, Equity, & Inclusion Accelerator is a first-of-its kind program that puts underrepresented entrepreneurs at the center of a purpose-driven, university-led accelerator that begins with a non-dilutive \$50,000 capital injection.

CSI has been an UMSL Opportunity Scholarship sponsor for several years. The program provides a unique opportunity for St. Louis-area high school students to receive an all-inclusive, four-year scholarship to the University of Missouri– St. Louis, and opportunities to develop career experience.

The program focuses on academically gifted first-generation college students and/or students who are underrepresented in the work force from certain academic fields – primarily, but not limited to, the sciences, technology, engineering, and math.

ST. LOUIS REGIONAL BUSINESS COUNCIL SUPPORT

CSI is a long-time member of the The St. Louis Regional Business Council, which represents 100 business leaders, and member companies collectively employing more than 120,000 associates and generate generating more than \$65 billion in annual revenue. The RBC funds programs designed to further:



Quality of Life

Through investments in under-resourced neighborhoods.



Public Policy

Via programs designed to reduce violent crime.



Workforce Development

Including helping job-seekers access education and training needed to succeed in the labor market.



Talent Development

Via executive mentoring of university students.



K-12 Education

Via investing in and supporting schools that educate disadvantaged youth.

CSI SLOVAKIA MENTOR NETWORK

Every academic year, major Universities in Slovakia recommend a certain number of students, based on academic performance, to participate in the CSI Mentor Network organized with the American Chamber of Commerce and the US Embassy in Slovakia.

The program starts with a reception where CxO level representatives meet and greet students from chosen Universities. It’s a networking event where students are encouraged to discuss anything from school, work, management, leadership and other topics with present businesspeople.

Afterward, students are individually paired with a CxO of an AmCham member company to receive practical, “real world” knowledge and post-graduate opportunities.



U.S. Chamber of Commerce





PANDEMIC RELIEF

Urban League

During the pandemic, CSI donated \$25,000 to the Urban League of Metropolitan St. Louis' emergency food distribution program.

CSI Slovakia

Shortly after the COVID lockdown, CSI Slovakia learned that hospitals needed additional notebooks in order to enable some of their staff to work from home. Together with Zurich Insurance, they donated laptops to health institutes and hospitals in Bratislava.

ITzoo.sk, EPC's retail-focused e-shop, supported Zurich by providing certified data wiping as well as installation of Windows 10 on all the donated notebooks donated.



GLOBAL SUPPORT

UKRAINE & AFGHANISTAN

World Central Kitchen

CSI donated \$5,000 to the World Central Kitchen in an effort to provide relief to Ukrainians during the war. Working at a 24-hour pedestrian border crossing in southern Poland, WCK began serving hot, nourishing meals as soon as the attacks began. Efforts have been expanded to serve people in Romania, Moldova and Hungary. WCK is also partnering with restaurants inside of Ukraine to get hot meals to anyone in need.



EPC Slovakia

EPC Slovakia is supporting Ukraine through off-lease technology. Companies and individuals can donate their older IT, such as laptops, smartphones, tablets, etc., then EPC audits, wipes data, refurbishes and installs proper software for reuse. These devices then go to Ukraine or refugee shelters in Slovakia, so children can continue their education online.



CSI CONTRIBUTES



CSI’s COO of Asia Pacific raised money for a refugee Afghanistan family of four to help give them hope for a better life.

Her support helped them in many ways:

Financial rent assistance.

Monthly grocery delivery.

Providing in-home doctor visits, visits to an optometrist with funds for glasses.

Exploring with the children and going to parks, the botanical garden, the zoo, along with other sightseeing.

Emigration to Canada, along with fundraising the \$30,000 needed to be accepted.

Providing laptops so the children can study online.



CHARITABLE GIVING



United Way Campaign

CSI and its employees through payroll deduction, donate nearly \$50,000 to the United Way every year.



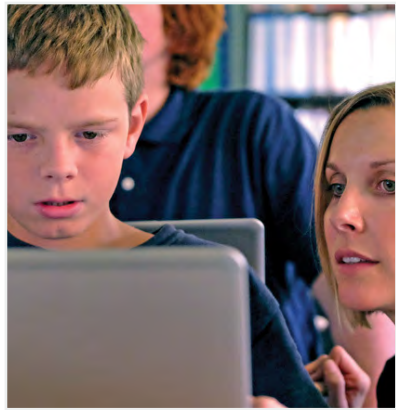
St. Louis Area Foodbank

CSI supports the St. Louis Area Foodbank to provide meals for those in need. In 2022, we donated enough food and money to provide over 900 meals.



Toys for Tots & Stray Rescue

Every holiday season, EPC organizes a drive for Toys for Tots and Stray Rescue of St Louis.



Fundación Iké

CSI Mexico supports Fundación Iké, a non-profit organization that contributes to achieving a decent life for children in the community through the implementation of projects that help build a better future for Mexico.



Oncotrail

Every year, CSI Spain supports Oncotrail, a 100K race organized by Oncolliga to raise funds to improve the living conditions of people with cancer and their families. The corporate-sponsored race raises funds for the renovation of beds and chairs in the chemotherapy units of Spanish hospitals and research into the disease at the Catalan Institute of Oncology (ICO).



Pediatric Palliative Care

In Central America, our CSI employees participated in the Pediatric Palliative Care Unit Foundation Christmas Campaign. Employees donated dozens of toys to help brighten the holidays for sick children.



FUNDRAISING

Shave to Save: The American Cancer Society

CSI's Baldy Locks team had their heads shaved to support the American Cancer Society's Hope Lodge in St. Louis through their Shave to Save STL fundraising event. We were overwhelmed by the generosity of the donors as the team raised nearly **\$13,000** and were one of the top fundraising teams in St. Louis!



BEFORE

Marcia Martin, Tom Brown, Rachel Harris



AFTER

Marcia Martin, Tom Brown, Rachel Harris

Ronald McDonald House Charities

CSI has been supporting the Ronald McDonald House Charities since 1996. On our 20th anniversary of support, we were honored with the Heart and Sole Award, which recognizes corporations with a long-term commitment to the organization. This year also commemorated our commitment to giving \$20,000 annually. Over our 25+ years of support, CSI and its employees have donated more than \$375,000.



Help Beyond Financial Assistance

CSI's support does not stop with writing a check. For decades, our employees regularly volunteer their time to cook meals for families staying at the Ronald McDonald House while their children receive much needed care at area hospitals. "Helping give families a hot meal in a comforting environment during such difficult times is such a humbling feeling. It might be a small gesture, but it gives them an escape from an otherwise stressful situation," said Matt Bauer, Director of North American Vendor Programs and CSI's primary liaison with RMHC.



JUNIOR OLYMPIC TEAM



CSI SLOVAKIA

CSI Slovakia is a sponsor of the local Junior Olympic Team. The Olympic and Sports Committee and the SOŠV Foundation compile the Junior Olympic Team from the 25 most internationally successful young athletes in the past 12 months and provide financial support. The aim of the program is to support young athletes in adolescence or junior age in the development of their sports careers and to create suitable conditions.

ADVANCING HEALTHCARE

Helping Those Who Help Others

In 2008, CSI's Chairman founded the Kenneth B. Steinback Cancer Research Fund, which has raised over \$1.5 million to support innovative lymphoma treatment research at the Siteman Cancer Center in St. Louis.



Ken Steinback

Co-Founder



We need to support medical research or the quality of medicine will diminish. Not only will the quality go down, but we won't have the growth, new enhancements, or advanced therapies and surgeries. If we don't support clinicians and researchers, we won't keep the best physicians, and we want the best.

Ken sadly passed away in July 2022. During his lifetime Ken was passionate about helping others and the community in which he lived. He served as chairman of the Barnes-Jewish Hospital Foundation Board, served on the Washington University John M. Olin Business School National Council, was a member of the St. Louis Regional Business Council, and participated in countless other charitable boards throughout the St. Louis community. His caring legacy for others and his tireless commitment to charities lives on in CSI. He will be sorely missed.

CSI has been a long-time sponsor of the CEO's Against Cancer Champions of Hope Gala fundraiser. As a presenting co-sponsor of the 2022 gala, Chairman & CEO, Steve Hamilton, is co-chair of the event which will provide funding for transportation and lodging for cancer patients so they can more easily access treatment.



Fit2BeCancerFree

In April 2022, employees participated in the Fit2BeCancerFree Challenge to support the American Cancer Society. Over the course of three weeks, we walked 3,827,854 steps totaling 1,651 miles. Two of our executives, Chas McDaniels and Paul Keefe, also participated in the CEO Challenge, placing 3rd and 4th respectively nationwide with a combined step count of 209,220! We raised \$5,000 throughout the event.



Chas McDaniels



Paul Keefe

3,827,854
steps

1,651
miles

209,200
CEO
Challenge
steps

\$5,000
raised

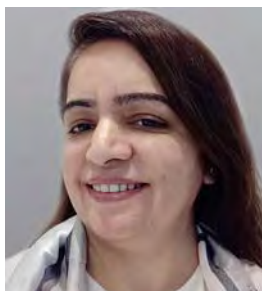
DIVERSITY, EQUITY AND INCLUSION

As a global company, diversity is hard-wired into our business. Our 1,400+ employees around the world represent various racial and ethnic backgrounds, religious beliefs, sexual orientation and are vastly diverse in many other ways. Our Equal Employment Opportunity Policy protects our LGBTQ employees on the basis of sexual orientation and gender identity. We also provide health insurance and other benefits to same-sex couples.

Diversity and inclusion is integral to the culture at CSI, from the executive suite to entry level employees. In fact, our board of directors is 40 percent Asian and 20 percent Hispanic of Afro-Cuban-Puerto Rican descent.

Several members of our executive leadership team are female, including three country managers, chief legal counsel, director of internal audit, chief human resources officer and chief accounting officer.

“Diversity is at the core of CSI. Having voices from diverse backgrounds and disciplines in leadership roles is essential to our global success.”
- Arnaldo Rodriguez, President



Simi Thapar
Chief Country Officer
CSI India



Cheng Chiin Ong
Managing Director & CEO
Asia Pacific



Maria Angeles Romera
General Manager
CSI Spain

Global Leadership Diversity



42% Female 58% Male

COMMITMENT TO EMPLOYEE DEVELOPMENT

Investing in Our Knowledge

Learning and development programs at CSI are built upon a growth mindset, the belief that everyone’s skills and capabilities can be enhanced through dedication and work. We believe that learning and development must be accessible to meet a range of needs for employees and address a work environment in which skills need to evolve rapidly. That’s why we have encouraged our employees to invest in their personal development through a digital learning platform and a series of leadership development opportunities. We are proud to say that our innovative learning and development initiatives were recognized with the People and Skills award at the 2022 Asset Finance Connect Summer Awards.



Jo During
Director of Global Learning
and Development

“At CSI, we have opted for the implementation of a global LMS, because knowledge must be shareable, accessible and scalable to build a learning organization culture. An innovative, successful business thrives off the solutions its workforce creates and the best way to achieve this is through engaged employees who constantly gain knowledge, upskill and challenge themselves and their peers.”

In 2019, we implemented a learning management system worldwide. Since then, our employees have invested more than 9,000 hours in training.

E-learning also helps us meet our ESG objectives by reducing the need for seminar rooms, printed materials, and especially commuting. As a result, we are able to train and educate a large number of employees at any location with minimal impact on our overall energy and resource consumption, enabling us to significantly reduce our carbon footprint. Since we implemented the digital learning program, we have saved over 8,600 hours of commuting time and 134Mg of CO2.



LEARNING & WELLNESS



Employee Wellness

CSI is committed to employee wellness and holds annual health fairs, semi-annual wellness challenges and offers an Employee Assistance Program. We give discounts on insurance premiums for employees who meet various wellness challenges.



E-waste Recycling Days

Free e-waste recycling days are held throughout the year so employees can properly recycle their outdated electronics. EPC directs the recycling process and then breaks the donated items into raw materials.



Financial Education

As a leasing company, we understand the importance of financial education and offer financial wellness programs for employees to ensure they are prepared during all stages of life.

GOVERNANCE

HOW WE HOLD OURSELVES ACCOUNTABLE



Our Code of Business Conduct requires that business is transacted in a fair and ethical manner.



Procedures are in place to detect and prevent money laundering and terrorists financing.



We have a zero-tolerance policy for bribery of any kind.



We are committed to protecting the privacy of our customers and employees.



Business is conducted with transparency and integrity.



Data on all lease returns is securely wiped according to NIST 800-88.



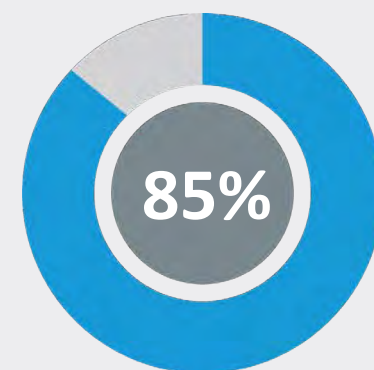
Vendors and suppliers are chosen based on objective standards such as price, quality, and service level.



All new employees are trained on compliance policies and obligations as part of their onboarding process.

Net Promoter Score

CSI conducts a customer satisfaction survey to calculate our Net Promoter Score (NPS). This score is a straight-forward method that gauges the satisfaction of our customers with our services. In July 2021, CSI earned a score of 85. NPS considers anything above a score of 70 to be “world class.”



COMMITTED TO INTEGRITY

CSI is Committed to Conducting Business with Integrity and Transparency.



We refused to engage in the deceptive practices and onerous end-of-lease antics that drove many of our leasing competitors out of business in the 1990s and early 2000s.



We have pursued our business under the guidelines of a Code of Business Conduct that emphasizes integrity, transparency and honesty in all that we do. CSI prohibits bribery and corruption in any form.



We have a compliance program that promotes top-down integrity and ethics. We train compliance ambassadors in our international offices to be the face of our Code and a liaison with headquarters to promote the CSI compliance program in local languages and with cultural awareness.



We value long-term relationships with our customers and strive to ensure that neither their data nor reputation is at risk.

We also care about protecting the privacy of our customers and business relationships. CSI is compliant with the data protection regulations in every jurisdiction in which we do business, including GDPR in the EU, the UK Data Protection Act and the LGPD in Brazil, as well as the multiple U.S. state laws being enacted.

When processing personal data of our customers and business relationships, we are committed to the principles of lawfulness, transparency, limitation of purpose, data minimization, accuracy, storage limitation, confidentiality and accountability. Our data security is state of the art and we take periodic measures to test its effectiveness to ensure our systems are up to date and secure.

2022

ESG REPORT

**Our planet.
Our community.
Our people.**

www.csileasing.com



ESG Report Prepared For :
CSI Leasing, Inc.