



Environmental Practices

This summary of Firstbase’s environmental practices, (part of ESG), covers our environmental sustainability approach around operations and devices lifecycle.



Recycling End of Life Equipment

- For applicable items that reach end-of-life (e.g., items that are damaged or unusable), Firstbase helps customers securely and responsibly remove, refurbish, remarketing, and recycle IT assets (eWaste). This includes providing industry-certified ITAD (IT Asset Disposition) services.
- To do so, we work with a fully licensed hardware / data destruction team to physically recycle all materials that can be recycled and destroy the remaining (units are shredded via truck based mobile shredder) to render the hardware unusable and unrecoverable.
- For certain items like batteries, we recycle in compliance with local standards.
- All Retrieved / Returned hardware devices are data wiped in alignment with our Data Security policy using an industry standard protocol. We offer fully certified data wipes for customers requiring fully compliant data security management documentation, and our process / tool is HIPPA compliant.

Packaging and Shipping Materials

- We strive to use packaging materials in a way that is responsible and sustainable.
- We opt for packaging that fits everything as snugly as possible to eliminate waste and reuse packaging materials when possible.
- We encourage workers to keep their original boxes so they can be reused for retrievals as part of the ordering and replacements process.

Shipping & Tracking

- We ship Ground unless a package needs to be expedited, reducing the carbon footprint of planes.
- Our tracking information is digital on our platform and customers sign digitally for items they receive.

