

# CSR REPORT 2023

**mentech**  
Authorised IT Service



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# SUSTAINABILITY, CIRCULAR ECONOMY AND RESPONSIBLE USE OF ELECTRONICS

are some of the most important tasks in the world if we are to limit the use of the earth's resources.

Mentech has for the past ten years been working on solving this issue, and with more than 100.000 repairs on a yearly basis we have come a bit of the way towards circular economy.

At Mentech, it is every spare part which is reused that makes a difference and brings us one step closer towards a sustainable future.

This publication is a point of impact on the continuous journey of **Mentech A/S** and **Mentech ECO**. It shows status over achieved goals, upcoming results and future focus areas whose aim is to promote green electronics and sustainability in an International context at a global market.

We give Scandinavian companies and consumers the option of getting their electronics repaired, as well as the chance to purchase sustainable, green electronics through **Mentech ECO's** webshop, if they are in need of IT-equipment.

**Green electronics** is our definition of how best to contribute to circular economy and sustainability. We support "a development that complies with current needs, without endangering options for future generations" (A quote from the Brundtland-report, 1978), which in its essence laid the foundation for the UN World Goals.

**Thank you to the Mentech-team, our dedicated employees and business partners.**



A handwritten signature in blue ink, reading "Charlotte Mensing".

Charlotte Mensing, CEO Mentech A/S



THE GLOBAL GOALS

7



12



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## A SINGLE PARTNER FOR ALL YOUR CONSUMER ELECTRONICS

**Mentech** is an authorized IT workshop with a focus on climate and sustainability, and for over 14 years, **Mentech** has serviced and repaired defective electronics for more than 200,000 satisfied customers.

We have a unique position on the Danish market, with regards to the handling of consumer electronics; It enables us to work as an all-round workshop for our customers.

Our business strategy is founded on prolonging the lifespan of electronics, so they get a second and a third life, as opposed to just being disposed of.

**Mentech** is founded on two core offerings; **Repair** of electronics and **sales** of electronics, which makes **Mentech** a unique and strong partner within circular economy. Our solutions and services are focused towards the business industry, where there is an increasing demand for disposal of electronics.

Our concept of managing it all through just one digital platform is exactly what the business industry needs, because it is available digitally and is easy and convenient to use. Through **Mentech** ECO, our green shop with sustainable products, we focus on green electronics.

Our sole purpose here is to reduce the world's total amount of electronic scrap.

Among others, we do this by reusing, recycling and selling products that would otherwise have been disposed of.

**Mentech** exists in several Scandinavian countries, each with different conditions where no case is the same. However, one core value prevails in all places; We go to great lengths to offer great service.

We are, as the only company in the northern countries, authorized business partners for both Apple, Samsung, Huawei, Acer and Motorola. Because of this, you will get the very best service from your accommodating and skilled employees.



## RESULTS

Throughout 2022 we have become over 100 employees located in three countries.

Looking back at our objectives, we owe our success to the dedicated and service minded people employed at **Mentech**.

## CORPORATION AND SERVICE

The Mentech IT systems have been in use for 14 years. 80.000 development hours have been used perfecting the system in close cooperation with customers' claims handling and case management. You can use it in all countries, no matter the language or currency. This is a great advantage when scaling to other markets and countries.

## TURNOVER

During 2022/2023, we have reached a historical milestone by having a 100+ mio. turnover.

## SERVICE STATIONS AND STORES

During 2023, we opened a new service center in Norway, and in Sweden, we opened our Uppsala service center.

**100.000+** Repairs on a yearly basis.

**100.000.000+** mio. turnover on a yearly basis

We have recieved "Børsens Gazellepris" four years in a row, latest in 2021

## MENTECH ECO GREEN LAB

Our **ECO Green Lab** is the section where we continually develop methods and tools to increase the reusability degree -and reduce the enormous amount of electronic scrap.

Among others, we do this by using special ultrasonic machines, able to make printed circuit boards fully functional again, after having been exposed to liquids, such as coffee, water and such.

Furthermore, we have a team, who can component-sold even the tiniest of circuit boards for smartphones, laptops, desktops, TVs and other kinds of units.

Through these actions, we have since 2020 repaired as much as possible and re-used parts from product categories, such as smartphones, tablets, computers and other electronic units. Due to this, our total amount of electronic scrap in 2022 were reduced by a staggering 81,5%.

# 81%

of all broken IT equipment have been used as spare parts and for repair of other units. In this way, the components are fully utilized in the best way possible.

## MENTECH ECO SOLUTIONS

Is our version of a cooperation with regards to handling of electronics. Many companies go through a large amount of electronics, and often replace units. It can be a time consuming and resourceful task identifying how to minimize the extent of the collective climate imprint of electronic scrap.

Mentech specializes in collecting and disposing of electronics in a responsible manner. Through different services, we make sure to recycle and reuse as many components as possible for repair cases. To us, this is the definition of green electronics.

Mentech ECO Solutions is a digital all-in-one solution, managed from one platform where you as a customer can monitor the process from beginning to end, right from the order of a pickup to the offer approval, budget, follow-up and much more.



## ECO SOLUTION PARTNERSHIP PROGRAMME

We will always go the extra mile to give the best possible service. So no matter the problem or challenge, if it is to be fixed in your country or abroad, we make sure to solve the issue at hand that helps others to move forward.

Mentech and Mentech ECO have a very unique setup, which both nationally and internationally contributes to a more sustainable future.

We work in context with the United Nations World Goals, and have a sharp focus on responsible consumption and production of items, such as IT-equipment.

Very old units or items that have too high a depreciation are put for sale at the Mentech ECO Recycle online shop and physical shop location in Denmark. In this way they can bring joy to people all around the country.



## ECO COLLECTING

Collecting: Our chauffeurs solely use our own secured and traceable vans for transportation.

**Mentech ECO 1:** 4 DKK per kg Mentecs first ECO solution is for simple pickups. With this solution, you pay a fixed price per kg for us to collect and responsibly dispose of your electronic scrap.

**Mentech ECO 2:** 8 DKK per kg Mentechs second ECO solution is for those of you with preferences within data processing. We do, of course, work in compliance with given GDPR legislation, so through this solution, we control all units with regards to erasing data, before commencing our assignment.

When we have collected your electronics, you can, for the time being, make use of two options: **Mentech ECO Recycle** and **Mentech ECO Wipe**.

With the **Mentech ECO Recycle solution** we take all units of value and resell them. The units and components that are not eligible for recycling or reuse due to current technology and investments, we use through a Mentech ECO Wipe solution instead. Here, you pay 65 DKK per large unit, such as computers and the like, and 35 DKK for smaller units, such as cellphones.

**All data will be erased from the respective units,** whereafter we destroy them with the greatest possible consideration for the climate.



**136.810 KG CO2**

The partnership between Mentech and Alm. Brand has resulted in environmental savings of 136.810 kg CO2 equivalents in 2020 alone.

*“The past couple of years we have recycled and repaired many kinds of IT-components in cooperation with the skilled people at Mentech.*

*Not only does this mean that we have given a lot of our electronics a new life, we have also reduced the amount of IT scrap by prolonging the lifespan of our products. This makes perfect sense to us - it is logical not to just dispose of it. It helps us in the battle towards a better and greener environment”*

**Brian Wahl Olsen**  
Direktør, Alm. Brand

Collaboration with regards to  
damage control at Alm. Brand

Alm Brand

# mentech eco store

**Mentech ECO** is our definition of sustainability, circular economy and green electronics. With over 100.000 repairs on a yearly basis, we have access to material and original spare parts, which we recycle and reuse, for the benefits of the climate and sustainable development.

During the summer of 2021, we introduced the first **Mentech ECO Store** where we sell fully functional “refurbished” electronics. When it becomes too expensive to get your laptop or smartphone repaired, or you just want to swap your current unit for another, it is the synergy between these two core- business areas (sales & service) that strengthen our market position.



 **THE GLOBAL GOALS**

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# MOVING FORWARD 2023-2026

Sustainability, innovation and technological solutions inspire us to constantly modify and further-develop the way we do business. We do this through green servicesolutions, climate- friendly service stations and sustainable transportation- and packaging solutions.

## **Worldwide green electronics?**

Besides our current shops and service stations in Denmark, Sweden and Norway, we strive to become present in other parts of the world and give more people the opportunity to develop a sustainable mindset and buy green electronics.

## **Green electronics - also on wheels?**

In relation to freight and transportation, our focus area is on lowering the use of fossil fuels. - can one obtain reduction and greater efficiency by switching to other types of transportation vehicles?

## **National Business partners**

Obtaining ISO 14001 certification at Mentech A/S is a big area of focus.  
Our goal is to be completely CO2 neutral in 2030.

## IN 2021 MENTECH A/S HAD AN IMPACT OF: 217,83 TON CO2E

This number is calculated by "The Climate Compass"s guidelines and calculator. The calculator includes main areas such as electricity, heat, water and transport (done by the company itself and by suppliers). It also includes secondary areas such as procurement of materials, handling of trash (electronics, aluminum, paper and so on) and in our case the turnover of electronic trash to reuse by consumers.

This number is only based on used electricity, heat and water in all Danish departments, since it's not possible to obtain the numbers from the Norwegian and Swedish departments yet.

## IN 2023 MENTECH A/S IS REACHING FOR AN IMPACT OF: 117,83 TON CO2E (DK)

This will also be calculated and monitored by "The Climate Compass".

We will reach this number by optimizing, sorting and recycle all trash and bi-products. All transport within the company will be redirected according to the least environmental impact and other sources of transport for smaller pick-ups will be sourced.



## UN'S GLOBAL COMPACT

At Mentech A/S, We are proud to announce that we are now a participating company of the UN Global Compact and a member of Global Compact Network Denmark – respectively the world's largest corporate sustainability initiative and the biggest Danish network for responsible companies.

## RESPONSIBILITY AND SUSTAINABLE DEVELOPMENT

We are looking forward to contributing to the network's goals and helping to raise the bar for responsibility and sustainability in the Danish private sector.

As a participating company of the Global Compact, Mentech is committed to continuously strengthen our work with the 10 Principles of the Global Compact within human rights, labor rights, the environment, and anti-corruption as well as contribute to the 17 Sustainable Development Goals.



# WORLD GOALS AND EVERYDAY GOALS

Electronics is our identity. It is our life nerve, our connection or relation both with regards to who we are, our self perception, and how we conduct ourselves in society, in conversations and in local and global communities.

The United Nations World Goals are not to be perceived as fixed goals, but more as a tool to secure equality, equal access to resources and upholding living standards. Some people talk of the world goals as if it is an "order note from future customers", with regards to wishes, needs and services now and futurewise.

The goals are not to be perceived as single, isolated categories, but more as a dynamic whole, where every individual goal affects the others positively as well as negatively. There are many ways in which you can measure an impact or a contribution, all depending on which area is being prioritized as primary or secondary. Or maybe we are in the midst of contributing to three areas.

In the official CSR report, we will present to you how we methodically have worked using the world goals and a circular business model as our foundation, and how we have moved towards a regenerative, not an extractive economy.

**Every single unit we repair and every single spare part we reuse is the next step towards a sustainable society.**

In 2021, the environmental savings for all sections of the Mentech company combined was a staggering 136.810 ton Co2 equivalents.



*“Sustainable development is a development that complies with current needs, without jeopardizing the needs of future generations”*

The Brundtland-report, 1978

## WORLD GOAL 7 - SUSTAINABLE ENERGY

The future - solely sustainable energy sources?  
Mentech and Mentech ECO solely use sustainable energy. All our service locations use 100% green energy.

We want to take responsibility and create a world which, without exceptions, only runs on green energy. Especially since the world's energy-use still makes up 80% of fossil fuels.

This is why all of our stations in both Denmark, Norway and Sweden solely use electricity from sustainable energy sources.

For this to be possible, we spend a lot of time in 2020 and 2021 signing new, greener electricity agreements. The deals are made within the Nordic supply market, in close cooperation with the energy companies Ørsted, NORLYS, Fjorkraft in Norway and E-ON in Sweden.



# WORLD GOAL 12 - RESPONSIBLE CONSUMPTION AND PRODUCTION

Can you through more responsible consumption reduce our climate imprint?

The essence of world goal 12 is our consumption patterns, our behavior, and the way we use our resources, both socially, businesswise and as a society.

Here, we especially contribute to sub-goal 12.5, where the generation of scrap must be reduced through prevention, recovery and reusing in a global context. Besides repairing and selling green electronics, we at Mentech hope that our customers and business partners will gain the knowledge and capacity needed to withstand climate change.

Besides world goal 12, we also contribute to two other world goals - more precisely 7 and 13.

World goal 7 is about universal access to electricity for an affordable price, best achieved by investment in pure energy sources like wind, sun and thermic energy.

## **Worldgoal 13 is about climate efforts.**

Climate actions are an absolute must in times like this. Everyone around us, both locally and globally, experiences the consequences of missing efforts to gain sustainability and future-proof development.

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# WORLD GOAL 13 - CLIMATE EFFORTS

CO2-neutral websites, green freight and environmentally friendly packaging - the new standard?

Besides repairs and sales, Mentech hopes to gain the knowledge and capacity to accommodate climate change. Our present efforts within this goal is, among others, climate partnerships, CO2-neutral websites, green freight and environmentally friendly packaging solutions.

CO2 neutral freight and packaging Mentechs products are packed soundly using environmentally friendly packaging. When a package is to be transported from one place to another, it is inevitable that there is some sort of CO2 emission. Because of this, we have made an agreement with Post Nord where we, through additional payments, make sure the CO2 emissions from transportations are reduced.

## **CO2 neutral website & Growing Trees Network Foundation.**

Both Mentech and Mentech ECO now have CO2-friendly websites. We take part in a Danish climate initiative, where companies, no matter their size or industry, come together to neutralize the CO2 emissions their websites produce.

This initiative is founded on the fact that the internet and use of computers today is the reason behind more CO2 emission than for example what the airline industry produces.

Furthermore, 15% of Mentech ECOs profits is spent on planting trees. For the past 2 years, Mentech has cooperated with the Growing Trees Network Foundation. Together, we have ensured the planting of almost 500 new trees in Denmark.

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**BØRSEN.  
GAZELLE** / 2021

**BØRSEN.  
GAZELLE** / 2020

**BØRSEN.  
GAZELLE** / 2019

**BØRSEN.  
GAZELLE** / 2018

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## DO YOU WANT TO KNOW MORE?

Read more **HERE** or book a meeting with  
Mentechs B2B support.



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